

OrthoCarolina's tech team stopped running the help desk and started driving innovation

The Outcome

OrthoCarolina, a physician-owned practice with 300-plus practitioners and more than one million patient visits a year, had a technology leader with a clear innovation agenda and outdated infrastructure pulling his team in the wrong direction. Presidio moved critical infrastructure to Azure and took backend complexity off the internal team's plate entirely.

How They Got There

Early engagements proved the relationship was built on strategy, not resale. The team made deliberate operational decisions first — divesting from Physical Therapy and MRI branches to sharpen focus on clinic-based care - then turned to technology modernization. Presidio partnered with Microsoft to migrate OrthoCarolina's critical infrastructure to Azure using Azure VMware Service.

Why It Worked

The best technology partnerships free internal teams to operate at their highest level. SVP Neil Stein's framing says it best: "Just like our physicians should practice at the top of their license, our tech team should focus on high-value work." OrthoCarolina and Presidio are now exploring offering their technology platform to third-party clinics as a managed service - a potential new revenue stream.

The Situation

OrthoCarolina SVP of Technology Services Neil Stein came to the organization to drive innovation - not manage infrastructure. But outdated systems were pulling his team toward maintenance and away from strategic work. The practice was also navigating deliberate operational shifts: divesting from Physical Therapy and MRI branches to focus resources on clinic-based care.

The Approach

Stein tested Presidio early with projects that required genuine strategic thinking, not just execution. Presidio passed the test. The partnership was formalized around a core initiative: migrating OrthoCarolina's critical infrastructure to Microsoft Azure using Azure VMware Service, with a full data center migration on the roadmap. Presidio manages the backend complexity - infrastructure monitoring, operations, and ongoing management - while OrthoCarolina's technology team focuses on high-value work.

The Result

OrthoCarolina's technology team operates with the bandwidth to focus on innovation rather than maintenance. The cloud foundation is in place and scaling. OrthoCarolina and Presidio are now exploring offering OrthoCarolina's technology platform to third-party clinics as a fully managed service - a potential revenue stream that wouldn't have been possible without the foundation Presidio built.

"Every dollar I spend with Presidio, I get more than a dollar back. You can't ask for anything more than that." — Neil Stein, SVP Technology Services, OrthoCarolina

300+

Practitioners across North and South Carolina on modernized infrastructure

1M+

Patient visits annually - technology that supports care, not distracts from it

ROI

"Every dollar I spend with Presidio, I get more than a dollar back." — Neil Stein, SVP Technology