

CASE STUDY



How RamSoft's Cloud-Based
PowerServer™ PACS Empowered
Premier Radiology Services to Scale
and Innovate Their Teleradiology
Operations



Drew Gaudet,
Co-Founder and Chief Growth Officer

Premier Radiology Services ("Premier"), founded in 2006, is a leading U.S. teleradiology provider.

Their U.S. Board-certified, fellowship-trained radiologists leverage advanced technology to deliver accurate diagnostic imaging nationwide.

Premier serves urgent care centers, imaging facilities, mobile providers, and primary care organizations, offering subspecialty interpretations for X-ray, MRI, CT, and ultrasound. Committed to efficiency, Premier delivers STAT reads in under an hour, operating 24/7/365 to ensure timely care. Their HIPAA-compliant portal and seamless integration with PACS and EHR systems streamline workflows, **enabling secure, efficient communication while supporting healthcare providers in delivering exceptional patient care.**



“With RamSoft’s cloud-based, patient-centric solutions, you really do realize **there’s a patient at the end of the chain.** We went from doing 50 to 100 patients a day to over 7,000 patients a day, thanks to RamSoft’s support.”

Drew Gaudet
Co-Founder and
Chief Growth Officer



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The Challenge

Operating in the fast-paced world of teleradiology, Premier serves outpatient imaging centers, urgent care facilities, and mobile diagnostic customers. In its early stages, the company faced challenges transitioning from film-based imaging to digital systems, requiring significant capital investment. They also needed a **reliable, adaptable technology partner** to support their diverse client needs.

The Need

Premier needed a cost-effective, scalable solution to transform from a small operation serving a few patients daily into a thriving business handling thousands. They required an **affordable system suitable for a startup, customizable to fit specific workflows and client needs**. Reliability was crucial to **ensure uninterrupted service**, and scalability was essential to support **rapid growth across diverse verticals**.



7000+

patients per day
current patient volume

0

reported outages in recent
years (15+ years of service)

6,900%

growth in patient
volume

The RamSoft Approach

RamSoft's innovative approach and customer-centric ethos proved pivotal in Premier's journey.

Key elements of the partnership included:

Affordable Solutions

To address financial constraints, RamSoft's "per-click" pricing enabled Premier to access advanced cloud-based PACS, fueling their exponential growth without heavy upfront costs.

Customized Workflows

RamSoft's flexible software seamlessly integrated with Premier's operations, enabling them to meet diverse client needs, from outpatient centers to first responders.

Reliability and Support

For 15+ years, RamSoft's exceptional uptime and dedicated IT support ensured uninterrupted service, rapid issue resolution, and swift deployments during emergencies.

Patient-Centric Focus

RamSoft prioritized patient outcomes over technology alone, aligning with Premier's mission and fostering a partnership built on shared values and a human-centered approach.

Conclusion

With RamSoft's support, Premier became a teleradiology leader, serving over 7,000 patients daily.

RamSoft's reliable PowerServer™ PACS enabled **efficient scaling and patient-centered care**. Gaudet noted, "Without RamSoft's thoughtfulness and innovation, we wouldn't be where we are today." This partnership **demonstrates how advanced technology and dedicated support drive growth and improve patient outcomes**.



“Without RamSoft’s thoughtful expertise and ability to help us **innovate and scale our business**, we wouldn’t be where we are today. Our **ability to deploy and establish connectivity within hours, not days or weeks, allows us to deliver critical patient care.**”

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