

I'm Eric Sampson, chief operations officer with Nordic Consulting. Nordic was founded in 2010 out of an opportunity regarding the epic electronic health record space. Based in Madison, Wisconsin, there was an opportunity based on the market that had been created by Epic and the need for hospitals to realize the return on the investments that they were making. So the one thing that Nordic had the blessing of being is being a young company, we were able to set up our infrastructure such that it was completely cloud-based from day one. We had a spattering of different systems running everything from our ERP type solution, to our email, to our file storage management solutions. The one challenge with that is, a handful of those made sense as we were scaling as quickly as we were and looking into the go forward and some of them did not. So we approached the people at SVA to help us take our our infrastructure, our enterprise infrastructure, to the next level to ensure that it can continue to scale with the business and then provide a supply form on which that we need to be able to grow.

[Music]

We went to SVA to to work on a technology solution that would allow us to to bring our people together. Our internet platform includes profile pages where people can make a personalized, implement their own photos, talk about what they might know about, not just from a business perspective but ask me about snowboarding, ask me about deep-sea fishing. In addition, we integrated a QA platform within our intranet to allow people to collaborate. Similar to Stack Overflow, which is a one used in the software development space, but the ability to ask a question and have other experts within that field start to answer that question. And then have other people vote questions up or down and to to actually build reputations and to build that sense of community. The relationship of SVA has been phenomenal. Obviously we are in a people business, SVA is in a people business, so at the end of the day that's that's really all the matters. The technology you could acquire from anywhere. But it really makes a difference having a trusting relationship with people and the expertise required to to build the infrastructure that you're looking to do. Our relationship with SVA seems very clear. That SVA feels very similarly and operates very similarly in that, it takes into account all the people that are involved in its business. Its customers, its people, its technology partners, its other partners, and that has made it for a very easy to work with relationship.