



PREMIER RADIOLOGY SERVICES CASE STUDY

Driving Teleradiology Innovation At Premier Radiology With PowerServer® PACS

CASE STUDY

Drew Gaudet

Co-Founder and
Chief Growth Officer

LOCATION

Miami, FL

SPECIALIZATION

Teleradiology

SOLUTION

PowerServer® PACS

WEBSITE

premierradiologyservices.com

OVERVIEW

Premier Radiology Services (“Premier”), established in 2006, is a leading independent teleradiology provider in the United States. The company unites U.S. Board-certified, fellowship-trained radiologists with advanced technology to address longstanding challenges in radiology, delivering efficient and accurate diagnostic imaging services nationwide.

Offering comprehensive teleradiology solutions, Premier supports various healthcare entities, including urgent care centers, outpatient imaging facilities, mobile imaging providers, and primary care organizations. Their services encompass subspecialty interpretations across multiple modalities such as X-ray, MRI, CT, and ultrasound, ensuring precise and timely diagnoses for patients.

A hallmark of Premier’s service is its commitment to rapid turnaround times, with an average of less than one hour for STAT reads. Operating 24/7/365, the company ensures continuous support for healthcare providers, facilitating prompt patient care decisions. Their HIPAA-compliant records portal and seamless integration with various PACS and EHR systems enhance operational efficiency and secure communication.

THE CHALLENGE

Premier, co-founded by Drew Gaudet, operates in the fast-paced world of teleradiology. As a South Florida-based provider serving outpatient imaging centers, urgent care facilities, and mobile diagnostic customers, the company faced unique challenges in its early stages. Transitioning from traditional film-based imaging to digital systems required significant capital investment, making it difficult to expand and scale effectively. Additionally, they needed a reliable and adaptable technology partner to meet the varying demands of their diverse client base.

“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

7000+

patients/day
current patient
volume

6,900%

growth in patient
volume

Zero

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

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**.

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:** Recognizing the financial constraints of a budding enterprise, RamSoft introduced a unique "per-click" pricing model, allowing Premier to access advanced cloud-based PACS technology without significant upfront investment. This early innovation laid the foundation for their exponential growth.
- **Customized Workflows:** RamSoft's adaptable software enabled seamless integration with Premier's operations. This flexibility was critical in serving a broad client base with unique demands, from outpatient centers to first responders.
- **Reliability and Support:** With a remarkable record of uptime over 15 years, RamSoft ensured uninterrupted service. Their dedicated IT support team worked closely with Premier, providing swift solutions to any challenges and enabling rapid deployment during emergencies.
- **Patient-Centric Focus:** Unlike typical technology providers, RamSoft emphasized the human impact of their solutions. Their commitment to prioritizing patient outcomes resonated with Premier's mission, fostering a partnership based on shared values.

CONCLUSION

With RamSoft's support, Premier evolved into a teleradiology leader, now serving over 7,000 patients daily. RamSoft's flexible and reliable cloud-based PowerServer® PACS solution enabled efficient scaling, adaptation to industry needs, and helped to promote a strong focus on accelerated patient-centered care.

As Gaudet reflected, "Without RamSoft's thoughtfulness and ability to help us innovate and scale our business, we wouldn't be where we are today." This partnership highlights how innovative technology paired with customer-focused support drives business growth and enhances 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.**"

Drew Gaudet
Co-Founder and
Chief Growth Officer



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Explore how RamSoft's automated cloud-based imaging solutions can optimize productivity and drive growth in your organization.

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