



## EXPERT RADIOLOGY CASE STUDY

# How Expert Radiology Scaled From 7,000 To 200,000 Annual Studies With RamSoft®

June 11, 2026

### CASE STUDY

Avery J. Knapp Jr., M.D.  
Founder & CEO

Cristian Lorenzo  
Chief Operating Officer

### LOCATION

San Francisco, CA  
(licensed across all 50 states)

### WEBSITE

[expertradiology.com](http://expertradiology.com)

### SPECIALIZATION

Subspecialty  
Teleradiology – Neuro,  
Musculoskeletal (MSK),  
and Outpatient MRI &  
X-ray

### SOLUTIONS

PowerServer®  
RIS/PACS

### OVERVIEW

Expert Radiology Management Services, LLC (dba Expert Radiology) is a nationally recognized subspecialty teleradiology group founded by Dr. Avery J. Knapp Jr. What began in 2020 as a lean operation has grown into a team of 33 board-certified, fellowship-trained radiologists serving more than 350 imaging facilities across all 50 states. puts people first.

The group's focus is outpatient MRI – with deep expertise in neuro and musculoskeletal imaging – and its proprietary PrecisionPlus™ reporting framework transforms complex imaging findings into structured, visually rich reports that support faster, more confident clinical and legal decisions. With over 500,000 cases interpreted and consistent year-over-year growth of approximately 80%, Expert Radiology has built its reputation on one principle: radiology expertise, communicated with clarity.

**“RamSoft’s 6.7 upgrade is a game-changer – it is significantly snappier. As a guy who thinks in milliseconds, this saves thousands, per case. Bravo.”**

**Avery J. Knapp Jr., M.D.,  
Founder & CEO, Expert Radiology**



~200,000

annual studies processed – up  
from 7,000 at launch

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~50%

reduction in case assignment  
turnaround time

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~100

VPN client connections  
managed

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33

radiologists, and growing

## THE CHALLENGE

When Dr. Knapp founded Expert Radiology in 2020, the challenge wasn't migrating away from a legacy system – there was no prior PACS infrastructure to leave behind. The challenge was choosing the right foundation for a subspecialty teleradiology practice built to scale nationally from day one.

That made the platform decision critical. In teleradiology, radiologist time is the organization's most valuable – and most expensive – resource. Every second saved loading a study, accessing prior reports, or navigating a worklist compounds across hundreds of daily reads. Choosing the wrong PACS wouldn't just create friction; it would put a ceiling on growth.

## THE NEED

Three priorities shaped the search: radiologist usability, reporting strength, and scalability. Since radiologists represent the single largest labor cost in any radiology organization, a fast, intuitive reading environment wasn't a preference – it was a requirement. Equally important was a platform capable of supporting growth: onboarding new facilities, managing an expanding network of VPN connections, and handling rising case volumes without disruption.

## THE RAMSOFT® APPROACH

Expert Radiology deployed RamSoft®'s PowerServer with PowerReader as its primary reading environment – starting from scratch, with no legacy data to migrate. That clean start let the team configure the platform around their workflows from day one.

## Key outcomes of the RamSoft deployment include:

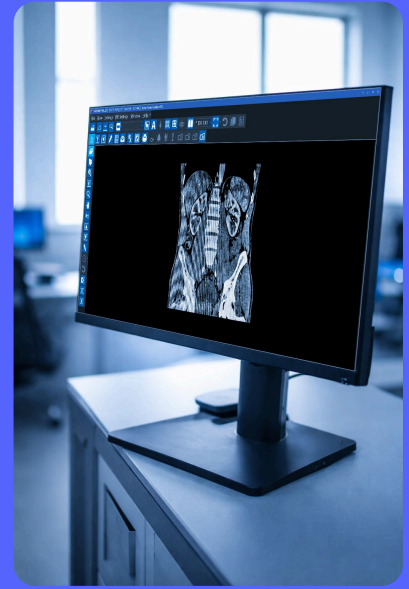
- Radiologist efficiency: PowerReader's responsiveness – cases loading in roughly five to six seconds – and intuitive interface keep radiologists focused on reading, not navigating software.
- Automated case assignment: As volumes grew, manual study assignment became unsustainable. By connecting their Zetta Health credentialing database to drive automated routing, each study reaches the right radiologist instantly – cutting turnaround times by as much as 50%.
- VPN connectivity support: Managing nearly 100 client VPN connections demands reliable, fast coordination. RamSoft's team has delivered what Cristian Lorenzo calls "white glove service," with RamSoft-to-RamSoft connections often completed within a single day.

## CONCLUSION

Five years in, Expert Radiology has grown from 7,000 annual studies to nearly **200,000** – **with radiologist satisfaction** high and operational friction low. The results speak for themselves:

- **~50% reduction** in case turnaround time through automated study assignment
- **~100 active VPN** client connections, supported with fast, reliable coordination
- **A 33-person radiologist team that rarely raises complaints** about PACS performance

With voice recognition integration now underway, Expert Radiology is poised for its next phase of growth – and RamSoft's platform is built to scale alongside it. As Cristian Lorenzo put it: "That's a really good sign that we're on the right platform."



**“Right now, we have a team of about 33 radiologists and I hear very little complaints about PACS slowdowns and inefficiencies. That’s a really good sign that we’re on the right platform.”**

**Cristian Lorenzo**

Chief Operating Officer, Expert Radiology

Hear more how RamSoft's customers are accelerating their imaging workflow and improving patient care – [watch their stories now.](#)

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

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