



Reliable by Design: How a Medical Device Company Found a Better IT Partner

When limited IT support slowed daily operations, Prytime Medical Devices found a responsive partner that improved reliability, smoothed workflows, and made technology work better for the business.



80% Same-Day Ticket Resolution



13+ Years of Proven Industry Experience



20-Minute Human Response Time



97.4% Customer Satisfaction Rating

Executive Summary

Prytime Medical Devices needed an IT partner that could reduce operational friction and provide more dependable support. After partnering with 7tech, the company experienced smoother daily workflows, stronger reliability, faster response, and modern technology that better supported its operation. The relationship gave the team a more capable IT experience and helped technology function as a practical business asset rather than a source of delay, frustration, or unnecessary disruption across the business.

About the Client

Prytime Medical Devices is a medical device firm based in Boerne, Texas. It designs, develops, and commercializes minimally invasive solutions for hemorrhage control, including technologies intended to help medical professionals manage severe bleeding and support patient stabilization in demanding care environments. Its work supports emergency care settings.

The Challenge

Before working with 7tech, Prytime Medical Devices felt limited by its IT support. Technology sometimes slowed the operation instead of helping it, and the company needed a more capable, dependable, and responsive partner.

- Existing IT support felt limited and did not consistently provide the level of help the operation required.
- Technology created unnecessary friction, slowing parts of the company's day-to-day workflow instead of supporting it.
- Previous IT providers were less responsive, making it harder for the team to feel confident that issues would receive prompt, capable attention and that work could keep moving without avoidable delays each day.



Before partnering with 7tech, our IT support felt limited and slowed parts of our operation more than it helped. Since working with them, everything feels more competent and our day-to-day workflow runs smoother and more reliably.

Hugh Goldberg, Prytime Medical Devices

The Solution

Prytime Medical Devices partnered with 7tech for a more capable and responsive IT support experience. 7tech brought in modern technology that better aligned with the company's operational needs and helped reduce the friction caused by its previous environment. The focus was not simply on introducing newer tools, but on making technology more practical, reliable, and supportive of daily work. Just as important, the team gained an IT partner that responded more effectively when assistance was needed. This helped technology play a more useful role throughout daily operations.

The Results

Since partnering with 7tech, Prytime Medical Devices has experienced smoother day-to-day workflows and greater operational reliability. The company also reports a more competent support experience and a level of responsiveness that stands out from the IT firms it had previously worked with. Modern technology now supports the operation more effectively instead of creating added friction, giving the team a more dependable IT environment and helping daily work move forward with fewer interruptions.

Key Takeaways

Responsive IT support can directly improve daily operations. For Prytime Medical Devices, a more capable partner strengthened reliability, reduced workflow friction, introduced useful modern technology, and helped daily work run more smoothly and reliably overall.

Services Provided

7tech provided Prytime Medical Devices with responsive IT support and modern technology designed to support the company's operation. The engagement focused on day-to-day technology support and introducing tools that better aligned with the business's operational needs.

Final Thoughts

For Prytime Medical Devices, the value of changing IT partners was clear in daily operations. 7tech brought a more competent and responsive approach, introduced modern technology that better supported operations, and helped the company's workflow run more smoothly and reliably. The case shows how the right IT partner can make technology a practical asset instead of an operational limitation.

Where Medical Innovation Meets Reliable IT, and Every Operation Runs Smoother

Work with 7tech to protect what matters most through genuine care, reliable support, and lasting trust.

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