



CASE STUDY

Pace Pharmacy | Fast IT Support When Every Minute Counts

When Pace Pharmacy's network went down during one of their busiest days, the entire business came to a halt. MIT Consulting stepped in immediately, troubleshooted the issue, delivered replacement hardware within the hour, and got operations back online fast.

CLIENT: Pace Pharmacy



INDUSTRY: Pharmacy – compounding & prescription services

LOCATION: Toronto, Ontario, Canada

SERVICES: Compounding, prescription refills & transfers, and delivery

ABOUT PACE PHARMACY

Pace Pharmacy is a specialty compounding pharmacy focused on precision, safety, and personalized patient care. With high standards and structured processes in place, dependable systems are essential to supporting their day-to-day operations, especially during busy periods.

THE CHALLENGE

Pace Pharmacy relies on its systems to support daily operations and patient care. During a busy Monday, their network suddenly went down without warning. As a result, phones stopped working and payment processing was unavailable, bringing core operations to a standstill.

With customers in the pharmacy and prescriptions to manage, even a short outage had an immediate impact. Every minute offline meant delays, frustration, and potential disruption to patient service. Pace Pharmacy needed the issue identified and resolved quickly, not hours later, and not through a drawn-out support process.

THE MIT CONSULTING SOLUTION

MIT Consulting acted fast. We didn't overcomplicate the situation or delay action. Instead, we:

- Troubleshooted the issue over the phone right away
- Quickly identified that replacement hardware was needed
- Sent a technician on-site within the hour
- Replaced the hardware and restored the network
- Made sure all systems were fully working before leaving

The focus was simple: fix the problem fast and make sure the business could operate normally again.

THE RESULT

By working with MIT Consulting, Pace Pharmacy experienced:

- Rapid troubleshooting and clear communication during a critical outage
- On-site support and replacement hardware delivered within the hour
- Full restoration of network, phone, and payment systems in minimal time
- Assurance that systems were properly tested and stable before support concluded

The quick response and hands-on support allowed Pace Pharmacy to resume normal operations the same day and continue serving patients without prolonged disruption.



WHAT PACE PHARMACY SHARED ABOUT WORKING WITH MIT CONSULTING

"My network went down suddenly in the middle of a busy Monday. Therefore my whole business was down - phones and payment processing too. MIT Consulting helped trouble shoot over the phone and then sent a technician with replacement hardware within the hour to fix the problem. Got us back up and running super quickly. Made sure everything was working and satisfactory before leaving. I'd highly recommend MIT Consulting!"

— Adam Silvertown, Founder & CEO at Pace Pharmacy

