LIFE FLIGHT NETWORK

CASE STUDY

Delivering IT solutions organizations can trust when reliability matters most

Overview

Life Flight Network, a critical care transport organization serving rural and urban communities across the Pacific Northwest, operates in a high-stakes environment where connectivity and technology are essential to saving lives. Director of IT, Gary Trobaugh oversees a complex infrastructure spanning 42 bases, each with unique technological challenges.

Clinicians, pilots, and mechanics rely on Trobaugh to deliver the high performance IT systems necessary for providing life saving services and Tech Heads is proud to be relied on by Trobaugh for infrastructure solutions that meet the needs of Life Flight's complex and dynamic operation.

> **"I've worked with Tech Heads even prior to Life Flight with other organizations and you guys have been there for us when we needed it."**
>
> *— Gary Trobaugh, Life Flight*

Helping enable lifesaving work

Life Flight's impact is felt in countless urban, rural, and remote communities. "It's humbling," Trobaugh shares, recalling how often strangers approach him with stories of loved ones whose lives were touched by Life Flight's swift response. "We make sure the clinicians, pilots, and mechanics can focus on what they do best without worrying about the technology."

From ensuring 24/7 connectivity at 42 bases to supporting dispatch centers and temporary outposts during ski season, Trobaughs team is the invisible force that keeps Life Flight's operations seamless and ready.

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> **"I trust you guys."**
> *— Gary Trobaugh, Life Flight*

Managing diverse, mission-critical systems

Life Flight Network's IT needs involve a mix of operational systems that go well beyond traditional enterprise IT, including dispatch technology that depends on live video feeds from hospitals and helipads, aircraft-deployed devices, and multiple communications platforms that must work together in real time. Trobaugh and team must balance day-to-day IT needs with long term priorities, from coordinating changes that affect dispatch workflows to bringing new or temporary field locations online quickly. The common requirement across all of this is reliability.

Whether it's implementing new SharePoint functions for the accounting department or migrating from SonicWall to Fortinet, Tech Heads steps in to handle the heavy lifting. Our ability to engage directly with internal stakeholders, understand objectives, and deliver tailored solutions really valuable for Trobaugh. "Once I do the introduction, unless they need me, I step away and let you guys handle it."

Impact

By partnering with Tech Heads, Trobaugh and team are able to do what they do best and accomplish more.

Accelerated Project Delivery
Tech Heads has helped cut time from project inception to completion.

Operational Focus
By offloading time-consuming tasks, Trobaugh's team can focus on strategic initiatives and patient-impacting technologies.

Specialized Expertise
Tech Heads has deep in house expertise in Microsoft Cloud, hardware, solution design, and implementation.

Collaborative Innovation
With Tech Heads, Life Flight doesn't have to settle for cookie cutter solutions that aren't tailored for their operation.

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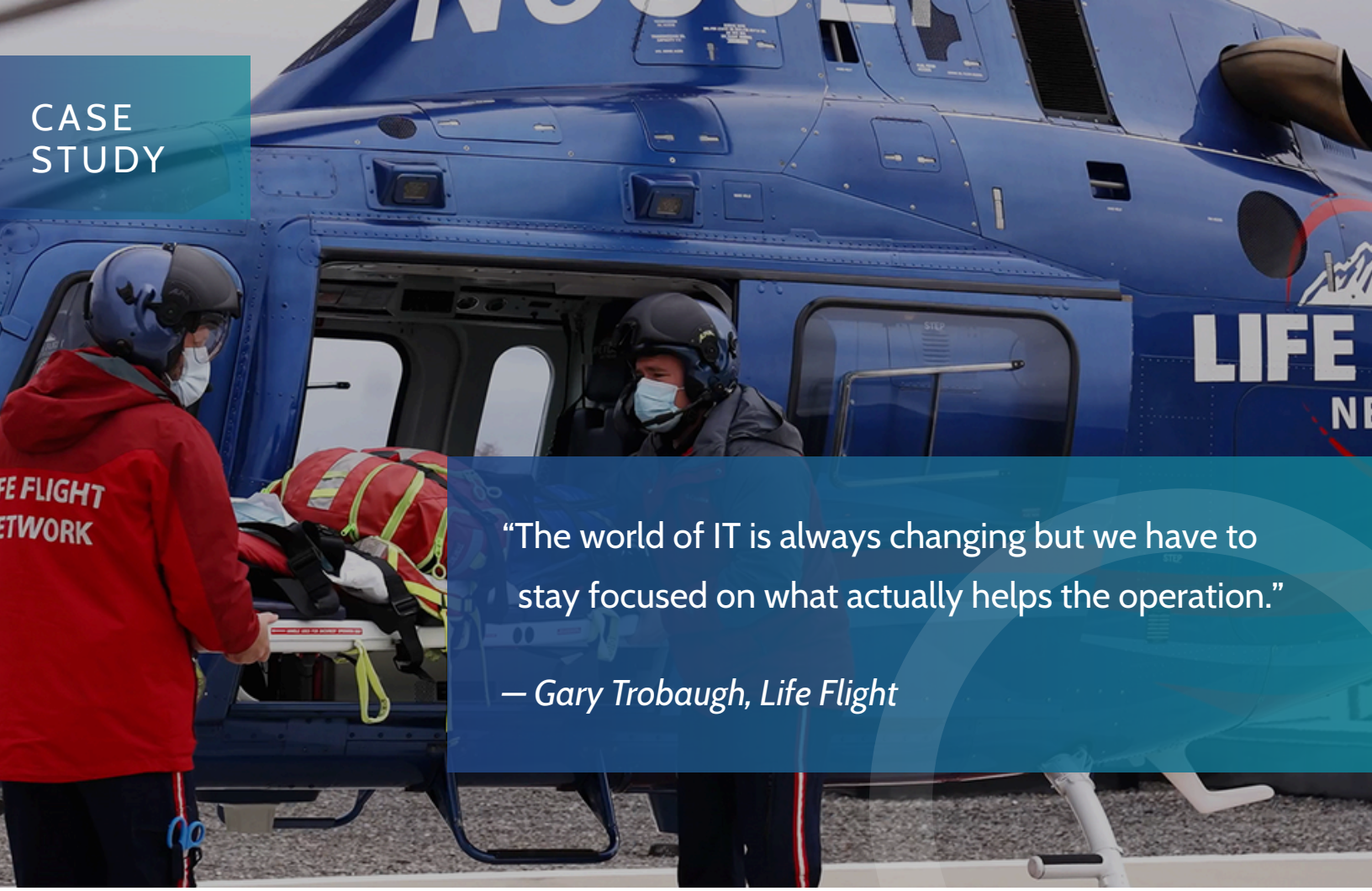

> "The world of IT is always changing but we have to stay focused on what actually helps the operation."
>
> *— Gary Trobaugh, Life Flight*

Supporting emergency medical transport requires technology that works across aircraft, dispatch centers, hospitals, and temporary field locations, often in environments where connectivity options are limited and failure is not an option. With a small internal staff responsible for systems that directly affect flight coordination, situational awareness, and communications, the focus remains on practicality. Across all of it, the priority is ensuring systems are stable, integrated, and support the mission without adding complexity or losing focus on what's most important for the organization. Tech Heads increases their agility to manage a dynamic environment while staying on the path toward long term strategic goals.

About Tech Heads

With decades of experience helping healthcare organizations achieve world class IT operations and security, Tech Heads knows where the obstacles can appear and how to avoid them. Contact our team to discuss how we can help pave the way for your goals.