

## Client success story

"Leapfrog isn't just our IT provider—they are our business partner. Over the past seven years, they've scaled alongside us. More importantly, they've kept us on the leading edge of technology, which is vital to our business model."

- **Bruce Cox**, CEO, Clearlink Partners

### A Strategic Partnership Driving Growth, Compliance, and Operational Excellence



For over seven years, Clearlink Partners has relied on Leapfrog Services as more than just an IT provider. Together, they've built a trusted partnership that has scaled with Clearlink Partners' growth, safeguarded its operations, and kept the company at the forefront of technology innovation.

#### Clearlink Specialty:

Empowers Managed Care Organizations

#### Clearlink Services:

Clinical Management  
Operational Management  
Delegated Clinical

[Clearlink Partners](#)

#### The Challenge

Clearlink Partners needed an IT partner who could:

- Scale rapidly as the company grew from 70 to a fluctuating average of 250 devices.
- Keep pace with evolving technology demands critical to their business model.
- Support complex compliance requirements, including HIPAA for a new service line.
- Provide rapid, reliable onboarding for a high volume of remote employees with diverse client needs.
- Strengthen cybersecurity posture to protect sensitive data and client trust.

#### Results



Clearlink Partners scaled seamlessly from 70 to 250 devices with no disruption.

#### The Leapfrog Solution

Leapfrog became a true extension of Clearlink Partners' business:

- Strategic Technology Enablement: Guided Clearlink Partners through cloud migration, Windows forecasting, and budgeting.
- Cybersecurity Leadership: Delivered vCSO services, CyberRisk engagement, and HIPAA compliance support.
- Build Room & Asset Management: Customized laptops for every contractor, ensuring consistent, reliable onboarding across diverse client requirements.



HIPAA compliance was achieved for new service lines, opening new business opportunities.

**"You might assume a build room is a low-visibility operation, but in reality, everything Leapfrog does there is highly visible to both Clearlink Partners and our clients. We depend on their consistent, reliable, and timely response to every new laptop request. Without that precision, our client relationships would suffer."**

- **Gretchen Fields**, Senior Business Director, Clearlink Partners



Remote employee onboarding became rapid, consistent, and client ready.

Clearlink Partners' success story demonstrates how Leapfrog Services transforms IT from a support function into a strategic enabler. By combining technology leadership, operational excellence, and cutting-edge cyber defense, **Leapfrog has empowered Clearlink Partners to grow confidently, serve clients effectively, and remain resilient in the face of evolving threats.**

