



## CASE STUDY

# How Streamline Helped reLink Medical Scale Fast Without Losing Control

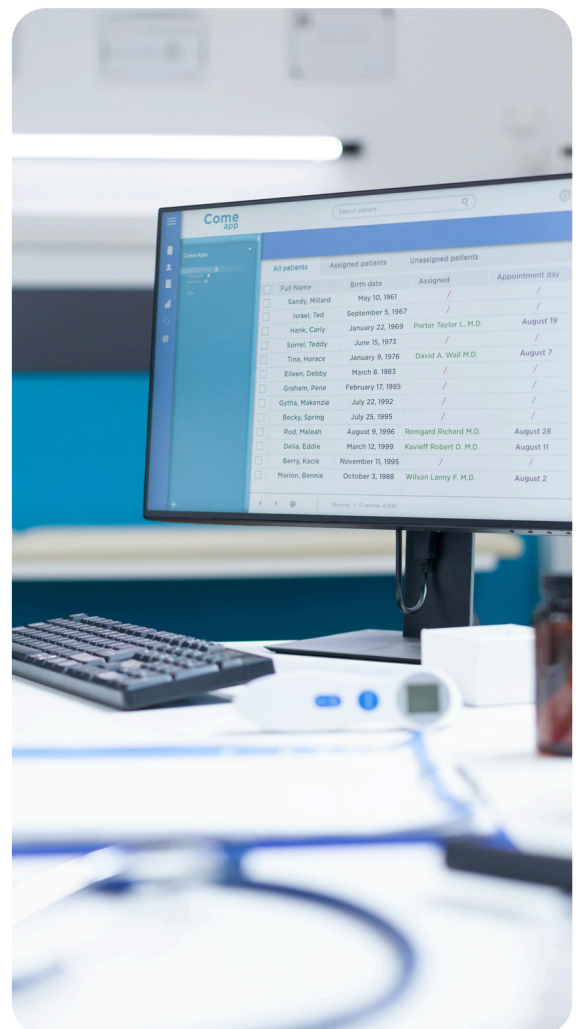
## Who Is reLink Medical?

Founded in 2014 and headquartered in Twinsburg, Ohio, reLink Medical helps hospitals and healthcare systems manage the reverse supply chain of medical equipment. With more than 1,000 hospitals under contract, reLink facilitates the safe and efficient disposal, resale, and recycling of excess and end-of-life medical devices. The company operates five warehouse locations nationwide and has grown rapidly into a leader in its space.

## Why reLink Replaced Their Internal IT Approach

By 2019, reLink's internal IT team was under pressure. Growth was accelerating, new warehouse locations were opening, and employees across departments were becoming increasingly reliant on IT systems to keep up with demand. The company had a mix of internal staff and on-demand external IT support, but the model wasn't sustainable.

*"We were just growing so fast, and we realized we needed dedicated focus on all areas of IT operations," said CIO/CTO Scott Campbell. "What Streamline does can be very interrupt-driven. We needed a partner who could manage that full time, not part-time support patched together."*



[www.relinkmedical.com](http://www.relinkmedical.com)



## A Cultural Match That Delivered

reLink issued a formal RFP and interviewed several providers. They ultimately selected Streamline for their ability to deliver both responsive remote support and reliable on-site service. This capability was critical for reLink's distributed footprint of warehouses and offices.

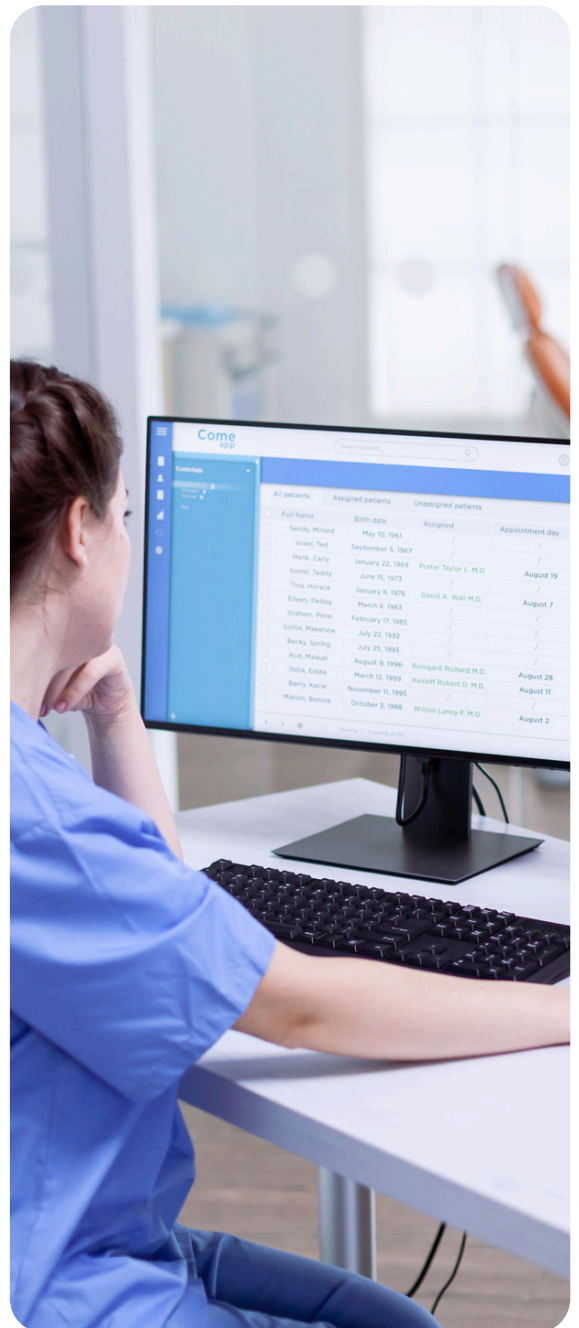
*"We wanted someone who could be an extension of our team, not just transactional support," **Campbell said.** "Streamline was a great cultural fit. They understood how we worked, and they were ready to collaborate and solve problems with us."*

## Immediate Results: Happier Teams and Standardized Systems

Within the first year, reLink saw massive improvements across the board. User satisfaction skyrocketed as issues were resolved quickly and IT became an integrated part of company processes. Streamline worked closely with every department to understand and support their workflows.

*"Our team was significantly happier. Issues got resolved quickly. The support integrated into our processes," **said Campbell.** "They helped us standardize hardware, software, and our overall strategy."*

*IT also became something leadership no longer had to worry about. "I don't even think about it. It's like dial tone. It just works."*





## A Proven Partner for Facility Expansion

Streamline now manages every new facility launch for reLink. Early attempts to use local vendors at new sites caused delays and configuration issues. Streamline took over and implemented a consistent, standardized process for standing up warehouse infrastructure across the country.

*"They just manage it now," **Campbell said.** "It gets done the right way, every time."*

Streamline also handles day-to-day emergencies. In cybersecurity incidents, their layered controls kicked in automatically, isolating endpoints and preventing further damage. Hardware failures were diagnosed on site, with interim hardware delivered immediately to avoid downtime. Complex vendor issues, including AWS connectivity and domain management for marketing systems, were fully investigated and resolved by Streamline's team.

*"We had a complex connectivity problem with AWS," **said Campbell.** "Streamline worked directly with Amazon and our vendors until they proved the issue wasn't ours. They were right."*

Their technical expertise even extends to consulting on third-party software. When reLink needed to evaluate payment portal options, Streamline recommended a solution based on experience with other clients, saving time and reducing risk.





## Powering Growth Through Guidance and Trust

Streamline doesn't just manage day-to-day support—they make future growth possible. As reLink expands its footprint, upgrades systems, and evolves business processes, Streamline continues to be involved at every step.

They've helped with everything from rolling out enhanced cybersecurity protocols to resolving international laptop security concerns with remote workers. They provide phishing simulations to keep staff vigilant, monitor integrations with platforms like Amazon, and help evaluate software vendors based on proven experience with other clients.

*"Our biggest challenge was growth," said Campbell. "We wouldn't be where we are today—and couldn't keep going as fast as we go—without their help. I can 100% say that."*

## Why Streamline Is the IT Partner That Lasts

Scott Campbell doesn't hesitate to recommend Streamline Technology Group.

*"Absolutely. If you want to sleep better at night, trust your IT is being handled, and have a partner who cares about your business as much as you do—you won't find a better choice than Streamline."*

That endorsement comes not just from a place of satisfaction, but from five years of proven partnership. For reLink Medical, Streamline isn't just a vendor—they're a key operational partner, helping drive the systems, solutions, and stability that enable the company's continued success.