

## CASE STUDY

### Le Trait d'Union | A Reliable and Attentive IT Partner You Can Count On

For Le Trait d'Union, having an IT partner who listened, cared, and acted professionally made all the difference. Proximit delivered dependable support through a team known for its attentiveness, professionalism, and human approach.

**CLIENT:** Le Trait d'Union



**INDUSTRY:** Family medicine / healthcare clinic (GMF-R)

**LOCATION:** Delson, Quebec, CA

**SERVICES:** Family medicine group, walk-in clinic, urgent care, allied health services (radiology, nutrition, specialists)

### ABOUT LE TRAIT D'UNION

Le Trait d'Union is an organization that relies on dependable technology to support its day-to-day activities. With teams focused on delivering services to their community, reliable IT support is essential to maintaining continuity and effectiveness.

### THE CHALLENGE

When technology issues arise, organizations like Le Trait d'Union need more than technical fixes. They need a partner who listens, understands their needs, and responds with care and professionalism.

The challenge was finding an IT provider that could combine reliability with a human approach—ensuring support felt supportive, responsive, and trustworthy.

### THE PROXIMIT SOLUTION

Proximit became a dependable extension of Le Trait d'Union's team, delivering consistent support with a strong focus on attentiveness and professionalism.

Proximit:

- Provided reliable, ongoing IT support
- Took the time to listen and respond to client needs
- Delivered service with a compassionate, human approach
- Maintained a high level of professionalism across the entire team
- Built a relationship based on trust and respect

### THE RESULT

Le Trait d'Union now benefits from:

- Attentive support that prioritizes their needs
- Consistently professional service across all interactions
- A supportive relationship built on care and accountability
- Consistent, professional IT support that responded attentively to their needs



### WHAT LE TRAIT D'UNION SAYS ABOUT WORKING WITH PROXIMIT

*"They are a reliable, compassionate partner who is attentive to our needs. Each member of the team is exemplary in their professionalism. A big thank you to the entire team!"*

— Catherine Malouin, Director, Le Trait d'Union