



## CASE STUDY

# Vision Aligned: How Katalyst Became Graystone Eye's Trusted IT Partner

Discover how Graystone Eye strengthened its IT operations by partnering with Katalyst—from solving urgent backup issues to building a reliable, co-managed infrastructure that supports patient care and company growth.

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## CLIENT

Graystone Eye

## WORKING TOGETHER

Partnered with Katalyst for nearly 9 years

## KATALYST'S ROLE

- Co-managed IT support
- Backup and disaster recovery planning and ongoing support
- Collaboration strategy and ongoing support
- Infrastructure and licensing consultation
- Strategic planning and responsive execution

## About Graystone Eye

Graystone Eye is a trusted leader in comprehensive eye care across North Carolina, offering a full spectrum of services from routine eye exams to advanced surgical procedures. Their board-certified ophthalmologists and experienced optometrists are dedicated to delivering high-quality, patient-centered care using the latest in diagnostic and surgical technology. With a state-of-the-art surgery center and a commitment to clinical excellence, Graystone strives to preserve the gift of sight and improve lives—one patient at a time.



As a physician-owned organization operating across multiple locations in Western North Carolina, Graystone needs reliable IT systems to support daily patient care, surgical scheduling, and back-office operations. With a lean and focused internal team, it's essential to have the right external partnership to help them go further, faster, and safer.

### Partnership Goal

**To stabilize Graystone Eye's IT environment by resolving backup failures, improving infrastructure reliability, and providing ongoing strategic support that complements their internal team.**

## Executive Summary

Graystone Eye is a high-volume ophthalmology practice rooted in clinical excellence and community impact. With expanding services and increasing infrastructure complexity, the organization was looking for a long-term IT partner who could bring stability, strategic insight, and support that complemented their in-house IT team.

Katalyst's role has evolved over the years—from resolving urgent challenges like backup failures to strategic planning and infrastructure modernization. The relationship is defined by mutual trust, responsiveness, and a shared focus on solving problems effectively.

# The Challenge

When Ted Bayack joined Graystone Eye as Director of IT, one of his first tasks was addressing backup failures that left the organization vulnerable. Several recent years of IT leadership turnover had created gaps in system reliability and strategic planning. The backup environment needed more than just a patch—it required careful attention, long-term thinking, and a partner who could support those efforts collaboratively.

“Our first opportunity to work together was a couple of weeks after I started, and we were struggling with backup failures,” Ted recalled. “Several members of the Katalyst team came onsite, ready to discuss and work on our problem.”

Given Graystone’s physician-led structure and decentralized decision-making, Ted also needed support that could work alongside him to communicate plans clearly to the board and help align IT investments with broader business needs.

# The Partnership

That initial engagement around backups became a springboard for a broader partnership. After walking through possible solutions and collaboratively presenting a proposal to leadership, Katalyst worked with Ted to implement a more reliable backup system. It was the beginning of a working relationship rooted in trust and shared accountability.

“Katalyst prepared and presented the solution to leadership and our board collaboratively with me, and together we put it in place,” Ted said. “There was no sales team looking for opportunities to take advantage of our vulnerable situation—just a partner willing to support us.”

Over time, the partnership naturally expanded. Katalyst supported network upgrades, hardware and licensing planning, and workstation implementations. The teams also partnered on forward-looking discussions around reporting, endpoint deployments, and potential security enhancements. Throughout, Katalyst adapted to Graystone’s pace—stepping in when needed and ensuring alignment.

“They will sit down onsite with you to provide strategic planning sessions,” Ted said. “They will learn the context of your business and what’s important to you.”

From the Katalyst side, the partnership has felt equally collaborative and invested.

"With Graystone, it's never been about just closing tickets—it's about understanding what they're trying to accomplish and making sure we're supporting that," said Garrett Steenrod, Katalyst Consulting Engineer. "Ted and his team come to the table with clear goals, and we do everything we can to meet them halfway."

Graystone's internal IT team sets the direction for daily operations, while Katalyst supports and enforces that vision through ongoing managed services, strategic input, and hands-on execution when needed.

## The Results & Outcomes

The Graystone + Katalyst partnership has delivered practical, measurable benefits to operations and long-term planning:

- **Improved Backup Resilience:** Implemented a managed backup solution to reduce risk and increase confidence in disaster recovery.
- **Reduced Downtime:** "We've had less downtime with our phone systems for sure," said Ted—an improvement that directly benefits patient communication and staff productivity.
- **More Productive Execution:** By expanding support only when needed, Graystone can quickly mobilize for projects without wasting time sourcing third-party vendors.
- **Strategic Guidance:** Regular check-ins and planning sessions help align IT investments with real business needs and budget cycles.
- **Scalable Expertise:** "Even if a specialized request for a certain skill set is needed, Katalyst will procure them and make them part of the team," Ted noted.
- **Reliable IT Operations:** With Katalyst managing key infrastructure components, Graystone gained a more stable, secure, and proactively maintained environment—reducing disruptions and freeing up internal resources.

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"Leveraging a partnership in this way allows for a more productive effort quicker, since the team is already built and just expands as needed."

— Ted Bayack, Director of IT at Graystone Eye

# Looking Ahead

As Graystone Eye continues to grow and adapt, the IT partnership will remain a central piece of that evolution. The two teams are now exploring larger infrastructure upgrades and more advanced security strategies—while keeping day-to-day operations steady and efficient.

“The value for us is the menu of services offered,” Ted said. “We don’t need to go to multiple sources.”

For Graystone, success isn’t just about tools or vendors—it’s about having a partner who works with them, understands their business, and helps clear the path for what’s next. That’s what the Katalyst relationship has become: not just a provider, but a reliable, strategic extension of the internal team.



**Ted Bayack**

*Director of IT,  
Graystone Eye*



**Ashley Wallace**

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**If urgent issues keep distracting from long-term goals, it's time for a better approach.**

**Schedule a call** with the Katalyst team to learn how we can help—and get a firsthand look at what we do.