



Case study : ADHD Simple

Secure IT that keeps pace with patient care

As ADHD Simple expanded across New Zealand and Australia, OxygenIT delivered the secure infrastructure, responsive support and bespoke integrations needed to help clinicians focus on patients — not IT.



Client

ADHD Simple, a psychiatry clinic helping patients access ADHD diagnosis and medication pathway support.



Need

Secure, fast, remote-first IT infrastructure and support for a rapidly scaling healthcare team.



Outcome

Less IT friction, faster clinician onboarding, responsive support and stronger confidence around security.

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Being in healthcare, technology and data are at the absolute core of what we do and patient safety is at the core of what we do.

— Cameron Houston, CEO, ADHD Simple

The challenge: scaling fast, with no room for IT to become the bottleneck

ADHD Simple needed more than basic IT support. It needed a partner that could help stand up the infrastructure for a modern, remote-first healthcare business — quickly, securely and without adding friction to the clinical team.

The requirements were immediate and business-critical: provision laptops and equipment within days, support clinicians working remotely, protect patient data, integrate with internal systems and respond quickly when clinicians needed help.

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"We have a zero threat environment, we have zero tolerance for any form of breach."

Why OxygenIT: a bespoke approach, not a call-centre model

ADHD Simple had worked with IT providers before and knew what would not work. This time, the business needed responsiveness, technical depth and a team that would understand the clinical and operational stakes.

OxygenIT stood out because the team took the time to understand what made ADHD Simple different, what the growth model required and how IT needed to support the pace of the business.

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From the moment that we met them we could tell that they had quite a bespoke approach, really interested in what we had going on, understanding our business and digging really deep to figure out what was different about us.

The solution: Managed IT, secure infrastructure and fast-response support

OxygenIT provided the IT backbone ADHD Simple needed to support growth: cloud environment setup, device procurement and provisioning, user management, security infrastructure, helpdesk support and ongoing IT management.

Speed mattered from the start. Cameron recalls signing off the quote on a Friday and having procurement, provisioning and laptops in courier bags by the following Wednesday.

What OxygenIT delivered

- Cloud environment setup
- Laptop procurement and provisioning
- Remote workforce support
- Security infrastructure
- Helpdesk and escalation support
- User management and onboarding integration
- Phone system partner integration

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With one click [our hiring team] is able to procure a laptop, procure the user into the Azure directory. And what that means is that there's no friction.

The impact: less friction for clinicians, more focus on patients

The most important impact was operational clarity. Clinicians could receive fully provisioned equipment and get straight into seeing patients. The head office team was no longer carrying every IT support query. And when issues arose, ADHD Simple had access to people who knew the business and could respond quickly.

Cameron says the wider team can call an 0800 number and normally, within 20 to 30 seconds, reach someone who understands who they are talking to, can take control of the device and usually solve the problem within one to two minutes.

The result: a secure growth platform for a healthcare business moving at pace

The partnership has helped ADHD Simple create a secure, scalable operating platform for growth across New Zealand and Australia. More importantly, it has allowed the leadership team and clinicians to stay focused on patient care.

Key outcomes

- Faster clinician onboarding
- Responsive support for distributed teams
- Reduced IT load on head office
- Greater confidence around security and patient data
- Practical integrations that remove operational friction

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They've made it super simple so that us as an SLT and a management team can really just focus on the thing that we're good at and they just take care of the rest.

– Cameron Houston, CEO, ADHD Simple

Ready for IT that keeps pace with your business? Talk to OxygenIT about managed IT, cybersecurity and cloud support built around the way your team actually works.