



# Customer Success Story

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## Modernising Diagnostics at Scale

How NHLS adopted public  
cloud solutions to enable  
collaboration and enhance  
business continuity



**NATIONAL HEALTH  
LABORATORY SERVICE**

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## Customer Challenge

The National Health Laboratory Service (NHLS) is South Africa's largest diagnostic pathology service, supporting the national and provincial health departments in delivering critical healthcare services.

To strengthen its operations during the Covid-19 pandemic, NHLS embarked on an IT modernisation strategy focused on public-cloud adoption. The organisation faced the challenge of migrating critical on-premise workloads to a cloud environment while maintaining business continuity and protecting sensitive organisational data.

## The Solution

### Comprehensive Microsoft 365 Environment

First Technology worked with NHLS to design and implement a comprehensive Microsoft 365 environment including Exchange Online, SharePoint Online, Microsoft Teams, Azure Active Directory Premium, and Microsoft Intune.

### Tailored and Secure Tools for NHLS

The solution delivered secure, scalable, and collaborative tools, customised to meet NHLS's specific needs.

### Efficient Project Execution Through Collaboration

A Fast-Track milestone agreement was established between NHLS and First Technology, the six-month project included multiple technology streams and constant alignment between First Technology's virtual team and NHLS's internal IT and Project Management Office teams. This collaborative approach ensured seamless execution and overall project success.

## The Results

### Enhanced Collaboration

Enabled remote work and team connectivity through M365 tools.

### Improved Continuity

Minimised system outages for critical workloads, ensuring uninterrupted service delivery.

### Strengthened Security

Cloud-based device management and hybrid identity solutions protected user identities and organisational data.

