

Modernising diagnostics at scale

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



NATIONAL HEALTH
LABORATORY SERVICE

**CUSTOMER
SUCCESS STORY**



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. Through its extensive network of laboratories, NHLS serves more than 80% of the country's population, specialising in areas such as Occupational Health, Forensic Chemistry, Communicable Diseases, Vaccine Production, and the National Biobank.

During the Covid-19 pandemic, NHLS recognised the need to modernise its IT infrastructure to maintain service delivery while enabling more agile collaboration across its workforce. The key challenge was migrating critical on-premise workloads to the cloud while ensuring business continuity and protecting sensitive organisational data.

The solution

First Digital from First Technology Group partnered with NHLS to design and implement a secure, scalable Microsoft 365 environment tailored to the organisation's unique requirements.

The solution incorporated Exchange Online, SharePoint Online, Microsoft Teams, Azure Active Directory Premium, and Microsoft Intune – enabling seamless collaboration, cloud-based identity management, and secure device oversight.

A Fast-Track milestone agreement ensured the six-month project progressed with precision, aligning First Digital's virtual team with NHLS's internal IT and project management teams for smooth execution.



The results

- **Enhanced collaboration:** Enabled remote working and improved connectivity across teams.
- **Improved continuity:** Minimised outages for critical workloads, ensuring uninterrupted service.
- **Strengthened security:** Protected user identities and organisational data through modern management tools.