

Streamlining IT at scale

How Netcare adopted DevOps to standardise project management and future-proof IT operations



**CUSTOMER
SUCCESS STORY**



Customer challenge

Netcare is one of South Africa's largest private hospital groups, employing nearly 22 000 people and operating 51 hospitals, 10 500 beds, 422 theatres, and 95 primary healthcare centres. The organisation is a cornerstone of healthcare in the region and has expanded internationally, including into the UK.

As Netcare grew, its IT infrastructure became increasingly complex. Projects were managed independently with disparate tools, resulting in fragmented processes and inconsistent workflows. With multiple applications and systems to deploy, the organisation needed a unified approach to standardise operations, improve efficiency, and provide a scalable platform for future initiatives.

The solution

Netcare partnered with First Digital from First Technology Group to implement Azure DevOps, creating consistent project blueprints tailored to its needs. The platform enabled seamless collaboration, efficient sprint planning, secure code management, and a scalable foundation for future projects.

Over an 18-month period our virtual team worked closely with Netcare to deliver high-impact projects (including infection outbreak studies, public-facing online booking systems, and infection prevention tools) all developed using Agile principles and rigorous stakeholder engagement.

"On the back of this engagement, Netcare is offering the first fully online digital fulfilment for accident and trauma products in South Africa."

Alaisha Maharaj | Head of Digital at Netcare Plus

The results

- **Enhanced workflows:** Extended Agile practices across the organisation, improving efficiency and structure.
- **Improved collaboration:** Centralised tools increase transparency and engagement with stakeholders.
- **Future-Proof platform:** Established a scalable system to support ongoing digital transformation.
- **Industry innovation:** Enabled delivery of South Africa's first fully online accident and trauma product fulfilment service.