

# Cambia Health Regains Control of Microsoft Support Operations with DCG



From unreliable SLAs to 24-hour escalations, DCG's SPEAR-led transformation brings them clarity, cost efficiency, and strategic alignment across its Microsoft ecosystem.

## About Company

**Name:**  
Cambia Health Solutions

**Location:**  
Portland, Oregon  
(operates across several states, including Oregon, Idaho, Utah, and Washington)

**Size:**  
5,000+ employees

**Revenue:**  
<\$1B annually

**Industry:**  
Healthcare/Nonprofit

## Business Overview

Cambia Health Solutions is a nonprofit committed to reimagining healthcare. With operations across the Pacific Northwest, Cambia is driven by its mission to center the simpler, better, and more affordable healthcare experience around individuals and families. They rely on Microsoft technologies to power their digital operations.

## Business Challenge

Cambia faced persistent breakdowns in its Microsoft support experience that put operations at risk:

- **Delayed, Unclear Communication:** Previous vendors delivered inconsistent incident updates, undermining internal trust and planning.
- **Frequent SLA Breaches:** Missed targets and unpredictable resolution timelines impaired service delivery.
- **Reactive Support Posture:** Response delays from ticket submission to action led to unnecessary downtime.
- **Inconsistent Technical Expertise:** Variability in engineer skills caused rework and slowed problem resolution.
- **Escalation Bottlenecks:** Critical issues requiring Microsoft intervention lacked reliable paths to escalation.
- **Lack of Strategic Account Management:** No roadmap alignment, no proactive guidance, and no dedicated advocate.
- **Poor Value Perception:** Cambia felt previous partners failed to deliver cost-justified value.



## Technology & Approach

DCG became Cambia's single point of support for the entire Microsoft suite, including:



### Microsoft 365 Cloud Services

Azure AD, Exchange Online, Teams, SharePoint Online, OneDrive, Office 365 apps

### Security & Compliance

Microsoft Defender suite, Microsoft Purview (DLP, threat protection, retention policies)

### Power Platform & Emerging Tools

Power BI, Power Automate, and Microsoft Copilot features

### Windows OS & Endpoint Management

Windows 10/11, Windows 365 Cloud PCs, Intune for mobile and desktop device management

### Azure Infrastructure & Identity

Cloud services, AD Connect, and hybrid identity components



If it's part of Cambia's Microsoft ecosystem, it's under DCG's support scope.

## Testimonial



Things are going great from our perspective. The feedback I've been receiving from our engineers and system administrators is that DCG personnel are professional and knowledgeable. When they are unable to resolve an issue, they can quickly engage with Microsoft. This was something we were missing from our previous provider. So far, I would say the partnership has been successful.

**Levi Smith**  
Director of Infrastructure Operations & Support  
Cambia Health Solutions



## DCG's SPEAR-Powered Recovery

DCG utilized its proven SPEAR methodology to align Cambia's executive vision with operational needs, creating a support roadmap that was clear, cost-aware, and control-oriented. The client transitioned from fragmented, reactive IT support to a strategic, data-driven Microsoft support model.

SPEAR is designed to benchmark an organization's current operational state against its desired future vision and guide the client through clear, measurable steps to close that gap. For Cambia, this meant defining the why behind every technology investment, building executive-operator alignment, and structuring their Microsoft ecosystem to support agility and performance.



### Critical Implementation Milestones

- Deployment of a Cambia-specific Incident Health Plan and onboarding success metrics.
- Established consistent escalation routines and improved engineer response SLAs.
- When Cambia's upgrade to Bing Chat with Copilot posed potential legal exposure, DCG swiftly disabled access, escalated to Microsoft as a Severity 1, and resolved the issue within 24 hours, averting reputational and regulatory risk.



### Strategic Wins

- High-severity Microsoft issues escalated and resolved rapidly.
- Proactive account management replaced reactive firefighting.
- Clear data, trusted metrics, and leadership buy-in enabled.
- Clients like Cambia now *want* to find issues because they trust the process.

## How SPEAR Made the Difference

Where other providers offered transactional support, DCG brought Cambia a structured transformation model. SPEAR helped Cambia's leadership understand their current technology reality, engage in deeper strategic planning, and confidently manage risk in high-pressure scenarios (such as the Bing Chat with Copilot incident).

By moving through SPEAR's stages, Cambia didn't just improve IT support. They built a more resilient, agile, and strategically aligned organization.



### Surveillance

**1** DCG assessed Cambia's visibility into IT operations and issue response. Historical reliance on delayed reporting and closed financial books limited operational awareness. We improved data tracking and issue classification, building trust in support performance metrics.



### Performance

**2** By establishing KPIs tied to ticket resolution times, Microsoft engagement success, and internal responsiveness, we helped the client visualize performance over time. These metrics were distributed across stakeholders to promote transparency and accountability.



### Excellence

**3** In this stage, we focused on making Cambia's support model sustainable. This meant defining standard processes for support engagement, escalation protocols, and technical handoffs. Cambia began treating IT support as a structured, repeatable discipline rather than an ad hoc fire drill.



### Automation

**4** Once Cambia's performance and process matured, DCG introduced automation across reporting (Power BI), threat detection (Microsoft Defender), and compliance monitoring (Microsoft Purview). All automation was layered only after surveillance and excellence standards were confirmed.

### Requirements & Roadmap (L1-L5)

We collaborated with Cambia to articulate priorities across systems, including Exchange Online, Azure AD, and Microsoft Teams, utilizing our L1-L5 framework to organize scope and value delivery.

Key questions were addressed:

- Where are we today?
- What's our gap?
- What investments and timing are required to close that gap?

Through visual, executive-friendly planning tools, Cambia gained clarity on when and why changes were happening, empowering them to remain in control of every decision.



## Key Benefits

### Downtime Reduction

Faster issue resolution with consistent technical expertise.

### Operational Confidence

Clear escalation paths restored internal trust in support operations.

### Improved IT Efficiency

Cambia's IT teams could focus on strategic initiatives instead of troubleshooting vendor support, saving several FTE hours.

### Contract Renewal

Strong satisfaction led Cambia to renew its partnership with DCG.