

Industry: Healthcare
Services: IT Assessment & Strategic Planning

Client: One of New York City's most established and reliable healthcare service providers for home care, managed long-term care, assisted or independent living communities, rehabilitation centers, and acclaimed nursing homes throughout the greater metro NYC area for over 100 years.

CHALLENGES

One of the NYC Metro area's largest healthcare service providers was long overdue for a comprehensive IT infrastructure upgrade. Outdated and inefficient systems were creating a host of compliance issues that were increasingly difficult to manage. And with compute, storage, and network configurations—running approximately 120 virtual servers across many crucial business applications—fast approaching the end of their lifecycle support by hardware and software vendors, updating the technology stack was imperative.

The lack of virtual machine (VMWare) platform upgrade potential for blade servers running mission-critical applications was of immediate concern; heavy workloads were already imposing significant performance restrictions. Outdated UI interfaces hampered fast and efficient system management.

Early discovery conversations with Derive revealed additional critical gaps such as a lack of encryption on storage devices/SANs and cost-prohibitive support on an array of hardware components—among other areas of concern Derive would later identify in a formalized and comprehensive assessment.

The client felt strongly about preserving several key applications that were run in SAS models for the sake of its easy management and predictable costs. Separately and simultaneously, a company-wide Exchange email migration was taking place that needed to be protected during planning for future implementation.

With numerous issues plus sensitive and crucial patient data at stake, the client's IT stakeholders realized deep technology expertise and experience was required to resolve the situation.

GOALS

Derive's main objective was creating one all-inclusive deliverable: An IT roadmap providing a detailed and comprehensive plan for modernizing IT infrastructure and architecture that was as future-ready as possible.

"Our IT infrastructure was on the verge of obsolescence...until Derive Tech helped us remediate that situation. Collaborating on an IT roadmap highlighted their insight and ability to modernize our IT environment. Now our systems are faster and ready for future enhancements—and most important, patient data is safer than ever."

Derive's industry-leading team of IT experts needed to provide thoughtful and strategic IT consultation to determine the best course of action for the client's IT to be faster, smarter, and more future-proofed than ever before. Of course, this also required that Derive's assessment closely consider cost-effectiveness, user-friendliness, and long-term support.

The need for a "full analysis" was quite literal: All existing platforms, workflows, applications, end-user cases,

compliance and regulatory requirements, and business systems required top-to-bottom examination. Only then could Derive identify any and all gaps within critical IT components, including:

- Application detail and inter-dependencies
- Core infrastructure compute, storage, and network requirements
- End-user access
- Security and access requirements (focused on regulatory and compliance requirements for HIPAA and PRI)
- Support and on-going maintenance requirements

The IT roadmap deliverable had to explicitly detail and rationalize the technical merits of on-premise vs. public cloud vs. hybrid cloud options, as well as financial and business implications. Ultimately, these foundational recommendations would define a roadmap to plan and achieve a mutually agreed-upon implementation by another IT partner.

Each of these components would play an essential role in helping rank the variables and costs related to assessing options for making an informed decision about future strategy. Derive also sought to rationalize Microsoft licensing to achieve full compliance, as well as consider the client's desire to migrate several core applications to a SaaS model.

PROCESS & HIGHLIGHTS

Derive delivered an all-inclusive infrastructure and architecture plan with a clear migration path to a modernized technology stack. This detailed plan not

only accommodated every existing application and service but also considered and catered to future business plans.

At the project start, Derive's IT analysts immediately began in-depth evaluations of all existing on-premise and SaaS systems and applications. This discovery and assessment process involved automated discovery tools, interviews with key client IT personnel, and on-site workshops with Derive's IT experts.

Derive assigned a well-experienced Senior Consultant with advisory and consultative expertise most relevant to the client. This IT expert coordinated Derive's collective technical knowledge and large partner ecosystem to provide unparalleled insight and guidance.

A specialized team of architects and systems engineers then proceeded to document relevant aspects of the client's infrastructure while evaluating a potential extension of these resources and workloads to Microsoft Azure. Throughout the process, the Derive team maintained constant contact with the client's key project managers and provided full project transparency.

RESULTS

After several weeks of in-depth research, discussion, and analyses, Derive's team delivered a detailed, 360-degree view of management and authentication mechanisms for all systems, developed stronger email ecosystems and thoughtful end-user access, and outlined a more efficient and cost-effective network and communications infrastructure.

ASSESSMENT



AUDIT



ANALYSIS



PLAN



EVALUATION



QUALITY



PROCESS



RESULTS



GOAL



For more information about Derive Technologies and to ask about a free needs consultation, please contact us at marketing@derivetech.com, or call +1 212-363-1111.

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