

Healthcare Company Chooses NexusTek to Implement an Advanced Cloud Solution for Multiple Patience Care Centers

Overview

Company Profile:

Company A offers an option to consumers needing ongoing or post-procedure healthcare. The company, accredited in their industry, serves a specialized area of healthcare. As a resource for hospitals and other large healthcare organizations, company A has redefined health management and maintenance for patient care and therapy by providing a very different environment to the consumer and reducing healthcare spend.

Locations:

8 healthcare centers located in Colorado and surrounding states

Industry:

Healthcare, Pharmaceuticals & Biotech

Company Size:

50+ employees

The Challenge

Company A had been in operation for more than 10 years when an acquisition of their parent company would separate the two businesses. The Company was faced with the decision to hire a full in-house IT department or outsource to a trusted provider. Having had in-house IT resources until the acquisition, Company A decided to entertain outsourcing options for their information technology needs.

Their top concerns were operating as a separate entity, no longer part of the parent company, and maintaining their mission to provide quality patient care different from the hospital environment while maintaining a reduced cost for the consumer. The Company was charged with finding a budget-conscious technology solution that would also meet the needs of multiple facilities and the many requirements of a highly-regulated industry.

Solution Highlights

The client benefits from both proactive and reactive support to ensure the productivity of their staff and that their environment is always up and running. Deploying a full-cloud solution that offers accessibility to information and at the same time limits access to sensitive data to a few "gate keepers" (Executive Cloud Storage) provides confidence that their information is safe and compliance requirements will be easily met.

Specific to Company A's needs, 3rd party applications were implemented. Here are a few top applications dictated by industry standards:

- Electronic Medical Records (EMR)
- Financial Systems Application
- Disaster Recovery and Business Continuity



Cloud Services Delivers

After a full discovery of Company A's existing infrastructure, NexusTek's recommendation involved implemented a fully-hosted Private Cloud solution. Understanding the business needs of the healthcare client, NexusTek's solution is a subscription service/program that includes three main products; Infrastructure as a Service (IaaS), Cloud-based phone system (VoIP) and Infrastructure Data Circuits.

The Solution

Components of the program also include outsourced Help Desk, outsourced Security, outsourced Network Monitoring and Management, Private Cloud and Hosted PBX (all domestic located in the United States). Company A's complete Cloud solution involves integrating many elements to provide a high standard of performance. Here is a deeper dive into Company A's program:

- NexusTek Hosted Server IaaS with Exchange including 20 users. Includes hosted server, managed firewall, managed A/V, Office365 Exchange Plan 1, patch management, unlimited 24x7 remote support
 - Gladinet Storage Server
 - Unlimited Remote Support During Regular Business Hrs 7 days/week
 - 24x7x365 System Monitoring
 - Service Installation, Configuration, and Tuning
 - Centralized Automatic Server Patch Management
- NexusTek Hosted IaaS add-on of Application Serve
- Hosted IaaS Remote Desktop Server (Enterprise)
- IaaS additional site includes managed firewall
- IaaS Remote Desktop Server
- Office 365 E 3 Subscription add-on
- Private Cloud add-on package (Executive Cloud Storage Option)
- Cloud Business Continuity Monthly Service
 - Cloud Backup and Disaster Recovery Service
 - Fully Monitored and Managed by NexusTek Network Operations Center (NOC)
 - Infinite Cloud Retention
 - Fully Customizable Local Retention Schedule

The Results

Company A experienced immediate cost benefit by moving from in-house IT where additional resources were needed to address IT Security and projects that were beyond the scope of internal IT. By eliminating the need for additional resources, they would decrease future IT spend considerably and have a call center of highly-technical remote team available 24/7 to minimize any employee downtime.

The increased storage and customized applications within the architecture of their full-Cloud Solution offers Company A the ability to scale business operations as they grow and increase the efficiency and productivity of their staff by providing seamless access to data between locations.

For Company A, their industry carries an added level of accountability for compliance to government regulations. With a fully-managed IT infrastructure, compliance requirements that were previously carried out by in-house resources are now integrated into a program with compliance reporting and security status readily available through a QBR (quarterly business report).

About NexusTek

NexusTek, an award-winning Microsoft Gold Partner, provides small and medium-sized businesses a trusted resource to optimize and manage their IT environments, ensuring business continuity and driving productivity. From managed IT services to cloud solutions and customized business software implementations, NexusTek employs top talent, offers personalized attention, and brings nearly 22 years implementing technology best practices for companies nationwide. For more information, visit www.nexustek.com.