



## **CASE STUDY**

*A Clinical Equipment Services Provider's  
Smart Journey to the Cloud*

## A LITTLE ABOUT THE CLIENT

The client is an American Fortune 500 company, who has been serving the healthcare industry for more than 70 years. Being one of the largest provider of clinical equipment services for healthcare facilities in the US, they wanted to explore cloud technologies and open doors to new ways of delivering value to their customers. As a first step to establishing a more scalable and agile IT infrastructure in cloud, they chose to migrate their data-center environment to Microsoft Azure Cloud.

## THE CLIENT'S NEED

As the company grew in size, managing close to 800,000 pieces of medical equipment and working with more than 7000 hospitals, they were facing challenges with the management and maintenance of their IT environment, which included a tangled web of legacy servers, systems, applications, and processes.

The client's existing datacenters, which were built and hosted on legacy infrastructure, were not scalable and the provisioning of new environments was a time-consuming activity for the IT team. Their IT landscape was fragmented, unstable and expensive, making it difficult to scale and deliver services at speed.

They were getting close to the renewal of their datacenter contract, so when looking for alternatives, they found that moving to cloud is their best option. The question that lay ahead of them was not if they should migrate; instead, it was to find the best way to ensure a smooth and strategic migration to cloud.

### The challenges faced by the client are summarized below:

- The legacy servers (SQL Server 2005) and applications (Domino apps) were inefficient and posed problems such as delays in data transfer and user access, along with security issues.
- There was low network bandwidth due to the lack of network segmentation for the development and production environments.
- There were no in-house experts on legacy applications, so the availability of information on the design and code of these applications was limited.
- They were incurring high IT costs due to the use of physical and legacy datacenter infrastructure.

## NETENRICH'S SOLUTION

The client selected Netenrich to assist their IT department in devising a cloud strategy, and selecting the most efficient approach, and gaining a thorough understanding of the steps involved in the migration process. Netenrich executed the full datacenter migration to Azure cloud starting from discovery and assessment to the development, integration, final deployment and management.

Netenrich conducted detailed assessments of their existing legacy environment and migrated the client's datacenter to Microsoft Azure Cloud using migration best practices, tools and technologies. The new cloud environment was integrated with OpsRamp, a platform that integrates multiple systems, platforms, services and tools to provide a holistic view and operational insights.

The PaaS migration to Azure ensured swift application modernization, enabling the client to go server-less quickly. Netenrich also carried out an IaaS migration from SAP BO, a Domino.In service migration, an end-to-end Trizma application migration and an EA to CSP migration with ServiceNow integration. All this, while providing 24x7 monitoring and managed services for the complete datacenter to improve application performance and management.

The links between the client's devices and other networks were encrypted using VPN tunnels, along with an improvement of their network security and firewalls. Additionally, Netenrich set up comprehensive protocols and processes for business continuity and disaster recovery (BCDR).

Netenrich achieved remote management via a single-pane-of-glass and provided remote monitoring and management support for operating systems and LOB applications. Along with the ability to scale the modern cloud datacenter to meet growing business demands, the additional benefits include an increase in service quality and a reduction of operational expenditure.

## BENEFITS DERIVED FROM NETENRICH'S SOLUTION



### OUTCOMES FOR THE CLIENT:

The partnership with Netenrich delivered performance improvement, reduction of operational expenditure, automated scaling of the IT environment, and modern IT infrastructure with no network drop-outs or manual backup. The client's IT can now focus on projects aligned with business goals due to the simplification of management tasks. IT has transformed from a cost center to a center for business innovation with a strategic role in the enterprise.

The accomplishment of migrating to cloud enabled the IT team to innovate and deliver faster for their customers. They are now more competitive, with a marked increase in customer satisfaction and productivity. The decision to have a cloud-based IT infrastructure is ultimately supporting their journey to becoming a preferred go-to healthcare services provider.



## ABOUT NETENRICH

Netenrich is the partner you need to simplify, control and optimize existing and new technological frameworks. NetEnrich's services for IT Operations ensure that these services meet the reliability and quality demands of end-users, through 24x7 monitoring and proactive management of every component in their infrastructure. We leverage our expertise, as well as the advanced tools and methodologies to ensure zero network outages and business continuity for partners and clients.

It means we've industrialized the services you need, down to a science. Costs get cut dramatically, automation becomes extreme, orchestration goes global and your services improve exponentially. We do it like a factory industrializes manufacturing and that means you get the best product, every single time.

We handle the routine, so you can focus on the remarkable.

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