

DIGITAL TRANSFORMATION PARTNER

FOR A MAJOR HOSPITAL
IN BRONX, NY



Challenge

A major not-for-profit US health care provider based in Bronx, NY with two major hospital facilities was handling more than a million patient visits annually. Their IT systems and processes were found to be performing sub-optimal given their operating model centred on shared IT infrastructure and systems with another healthcare provider, that were in turn managed by a third-party service provider.

This affected the quality of healthcare service, patient care metrics trending down while operational costs were raising. They were looking for a rapid technology transformation solution to address their immediate need to transition their infrastructure management services and bring overall TCO down. With deep experience in enterprise IT infrastructure management and digital transformation, Long 80 offered a solution to build, migrate and operate their enterprise IT Infrastructure while remaining aligned to their mission and objectives.



Ivan Durbak

CIO at BronxCare Health System

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We expected cost efficiency and savings and we achieved that. What we were pleasantly surprised with was the high quality implementation effort as well as the tremendous flexibility.

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Chilimuri Sridhar

Chief, Chairman - Department of
Medicine at BronxCare Health System

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zDesk VDI Solution has transformed our Provider- Patient experience by enhancing both efficiency and quality. The agility of our EMR using the VDI solution has helped clinicians and other care providers to spend more time engaging patients clearly improving patient satisfaction and productivity.

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Solution

As a technology partner of choice for the last 10+ years, Long 80 approach was to assess, plan, design, implement scalable and secure IT transformation solutions that is aligned with their strategic objectives:

- Datacenter migration to a co-located space in 6-weeks using our risk mitigation transition model.
- Consolidate server footprint from 150 servers to 90 servers while migrating over 130TB of patient data seamlessly by formulating and implementing a well-defined server virtualization strategy.
- Deploy a ITIL V3 compliant, 24x7 service desk focused on enabling faster response/resolution of incidents while driving cost-reduction and shift-left through our proprietary automation platform zMan
- Provision IT infrastructure services through the Datacentre-as-a-Service (DCaaS) and consolidate other infrastructure components through the 'as-a-service' model by leveraging Long 80's hyper converged infrastructure solution.

- Enabled caregiver, employee productivity and patient experience through:
 - DaaS (Desktop-as-a-Service) to enhance Care-giver - patient interactions by Implementing Virtual Desktop Infrastructure (VDI) using Long 80's zDesk platform
 - Executed an organization wide network revamp and provided an optimized solution to improve bandwidth utilization and availability while reducing costs
 - Deployed a single pane of glass 'Executive' dashboard to monitor applications and infrastructure across locations through our proprietary AIOps solution, ZIF.ai

Outcome

- Over 30% reduction in overall cost of IT operations over 5-years, to the tune of ~2.5m USD
- Over 40% savings in CAPEX through datacenter, network optimization, server co-location and reduction in OPEX through services delivered in a hybrid service delivery model.
- Estimated 20% increase in patient - caregiver interaction through faster access to patient records and information using zDesk
- Enhanced ability to handle increasing patient volumes and registrations using zDesk



Long 80, LLC. is a collaboration between GAVS Technologies and Premier, Inc. on a strategic joint venture.

Premier, Inc. is a leading healthcare improvement company headquartered in Charlotte, NC, and GAVS Technologies N.A. (GAVS) is focused on Artificial Intelligence for IT Operations (AIOps)-led managed services and digital transformation. Long 80 will bring innovative, AI-driven information technology (IT) operations and security operations to healthcare organizations in the US.