

Accelerated Business Value

for Healthcare Providers with

Long 80

30%-40%

Savings in annual
operational costs

50%

Increased
productivity

99.5%

Availability of
business critical
systems

Software for Hospital Enablement (SHE)

An integrated Healthcare Enablement
Solution for your end-to-end
digitalization needs.

OUR OFFERINGS



Cyber Security
Services



AIOps Managed
Infrastructure
Services



Cloud
Enablement
Services



Healthcare
Performance
Solutions



Desktop
Virtualization
(zDesk)



CYBER SECURITY SERVICES

Fortify your healthcare offerings with Long 80's intelligence-driven Cyber Security approach.



~75%
of cyber security
practice aligned to
healthcare clients



Strong
reference clients for
**consulting and
managed services**



**Offensive &
Defensive**
cyber security capability



Relevant
industry certifications
HIPAA, PCI-DSS, ISO



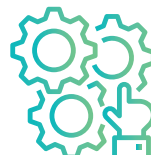
**Expert
Advisory Team**
SOC analysts with deep
domain expertise/
extensive cyber security
experience



Consistent
industry recognition
Everest PEAK Matrix



~40%
cost savings through
**remote SOC &
cloud-based solutions**



Automation
of incident triaging/
management with
AIOps platform ZIF

MANAGED DETECTION AND RESPONSE (MDR)

Continuous Monitoring and Security Incident Response by an elite team of cyber responders

- Choice of 24x7, 16x5 or 8x5 Monitoring
- Insightful Alerts & Notifications
- Competent Behavior Analysis
- Threat hunting performed by red team well versed in latest kill chains
- Global delivery model based on follow the sun approach

MANAGED SECURITY SERVICES (MSS)

Outsourcing Cyber Security Service Management to a competent partner

- SIEM, Firewalls, IDS/IPS, Email Security and Management of Privileged Access, Vulnerability, Endpoints & Devices
- Security product lifecycle management & operations
- Security architecture recommendations, implementing OEM best practices and periodic tuning of security rules & policies
- Business Value Dashboards & weekly/monthly reporting
- Vast product integration knowledge & ample choice of alliance partner solutions

DESKTOP VIRTUALIZATION

zDesk - Secure Virtual Desktop



75% cost savings over competing VDI/DaaS desktop virtualization solutions



Improved IOPS using Accelerated SDS technology



Simplicity of hyper convergence & software defined technology



Highly scalable Architecture



Optimum performance of flash, graphics, network & compute



Managed Service

Key Features

Hypervisor

Shared Storage

Storage Acceleration

Message BUS

Orchestration

Multi-tenancy

Automatic Cluster Management

REST API

Connection broker

Profile Management

Simple Web UI

AIOPS MANAGED INFRASTRUCTURE SERVICES

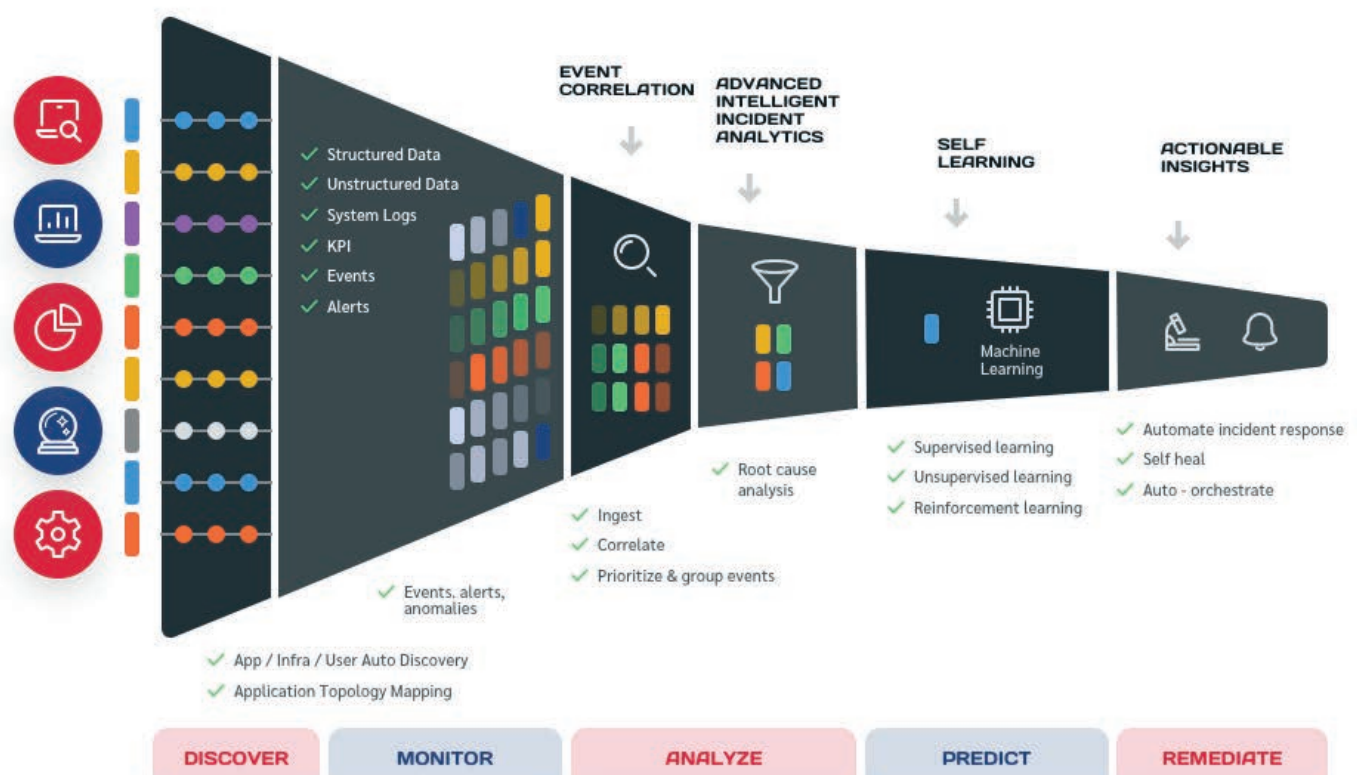
- Zero Incident Framework™ (ZIF) for
 - IT Operations
 - Digital Service Desk
- Data Center as a Service (DCaaS)
- AIOps-driven Managed Services

Our **Zero Incident Framework™ (ZIF)**, deployable on-premise or in the cloud, is a pure-play AI Platform for ITOps. It is powered entirely by Unsupervised Pattern-based Machine Learning algorithms. ZIF enables AI-led Discovery, Monitoring, Noise Reduction, Event Correlation, Outage Predictions & Prescriptive Remediation. ZIF has an end-to-end suite of tools that can work together cohesively or as independent, stand-alone components:

- Discover
- Monitor
- Analyze
- Predict
- Remediate

ZIF FOR IT OPERATIONS

Components & Key Features



ZIF FOR DIGITAL SERVICE DESK

AIOps-based Predictive & Prescriptive Analytics Platform

AI-based Voice Assistants and Chatbots

Social Media Integration

Process Workflow Automation

200+ Plug and Play Workflows for Service Desk and Incident Management

Virtual Supervisor

Task Automation through User Events/Virtual Supervisor

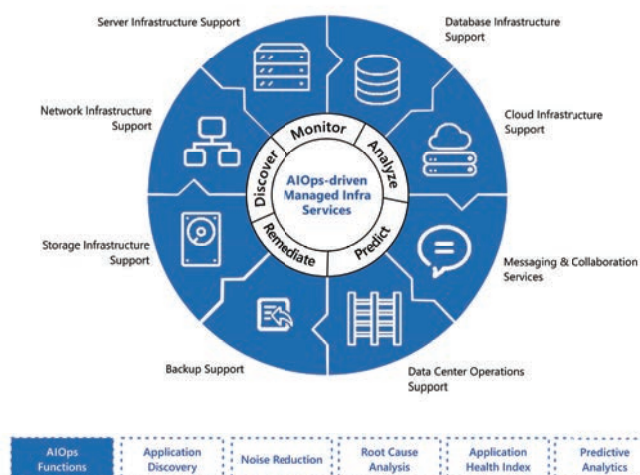
DATA CENTER AS A SERVICE (DCaaS)

Experience over 40% OpEx savings and 30% savings over public cloud options with our DCaaS offerings.

Key Advantages

- Turnkey data center solution
- AIOps platform ZIF-driven
 - Proactive monitoring & management
 - Automation & business-aligned analytics
 - 24*7 Digital Service Desk/NOC
- Migration partner with extensive experience
- Strategic OEM channel partnerships
- Compliant and Certified on ISO 20000/9001/27001/45001, HIPAA, PCI-DSS
- Recognized by the industry: Black Book Market Research, Everest, Gartner

AIOps-DRIVEN MANAGED SERVICES



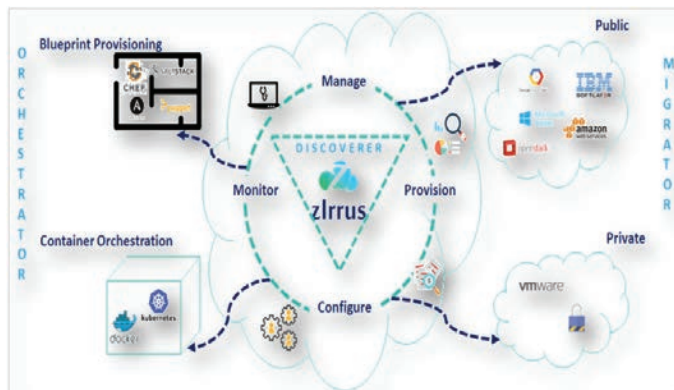
CLOUD ENABLEMENT SERVICES

A Tier-1 Direct Microsoft Cloud Solution Provider (CSP), we have a clear-cut philosophy of cloud-first and offer Datacenter/Cloud Readiness Assessment, Cloud Migration/Transformation and Hybrid Cloud Management using zIrrus, led by a strong partner ecosystem.

zIrrus FOR CLOUD MIGRATION AND HYBRID CLOUD ORCHESTRATION & MANAGEMENT

The zIrrus Platform drives cloud-enabled DevOps resulting in savings in operations costs and improved agility. It is an integrated platform for Discovery, Provisioning, Packaging, and Monitoring of the application landscape:

- Makes digital businesses cloud agnostic, and automates swift & secure application development & deployment with its unique DevOps stack
- Offers seamless migration with zero downtime & zero data loss
- Can work on most Cloud Platforms
- Integrated console to execute migration and monitor progress
- Monitors applications based on custom metrics



COLLABORATE & PROTECT USING OFFICE 365

Leveraging the Office 365 Cloud for secure connected care



Key Challenges

- Team-based nature of modern medical care
- Massive digitalization of healthcare data
- Fragmented tools for communication & collaboration
- Stringent patient privacy regulations
- Conundrum of convenient/quick/secure/compliant communication, collaboration and access to critical information at point of care

Why Office 365 for Healthcare

- Enables easy/swift/secure/compliant communication, collaboration & access
- Consistent UX and ease of use with healthcare tools in a single hub
- Secure & compliant messaging features like PHI & sensitive data security, enterprise mobility, identity management
- Advanced messaging features like priority notifications, message delegation
- Ability to integrate EHR & EMR for care coordination

Healthcare Performance Solutions

Driven to optimize health outcomes, reduce costs, and provide seamless integration of healthcare, we offer AI-led products and services within, and across seven primary solution areas, to solve your most complex healthcare challenges. We leverage the power of AI for transformative healthcare performance.

Supply Chain
Quality Improvement
Pharmacy
Population Health
Finance & Operations
Data & Analytics
Applied Sciences

Success Stories

One of the largest voluntary, not-for-profit healthcare organizations in the U.S. serving one million patients annually in the South and Central Bronx area of New York, with over 972 beds at two hospital divisions wanted a cost-effective solution for high availability IT infrastructure & mission-critical application support.

They were provided end-to-end IT managed services, IT Operations Analytics & AIOps and reported these business outcomes:

- Positive disruption in clinical operations
- Optimized patient care and significant increase of 30%-50% in time spent with patients due to improved productivity
- Follow me Desktops ensured consistent User Experience across multiple environments
- Reduced data centre footprint enabled increased floorspace and energy savings. Financial incentives received from Federal/ State entities for improved energy efficiency
- Greater revenue realization due to better handling capability, proactive governance and high availability
- 40 % - 50 % savings in annual capital & operating expenditure. Over 40% savings in costs through datacentre & network optimization, co-shore delivery model and efficient resource planning

They required 24 x 7 deployment of service desk, IT infrastructure monitoring and administration. With our solutions & services they experienced these business outcomes:

- Enhanced customer satisfaction (CSAT) levels through consistent ticket response time of 15 minutes across all categories & improved first call resolution rate of upto 70%
- Improved uptime & performance of critical applications due to proactive monitoring of critical business functions, early detection of service disruptions and quick remedial actions
- Reduced operation costs due to upto \$1.6m savings through outsourcing, deeper insights into workloads that drive costs and improved call handling of upto 40% without additional resources
- Reduced support & maintenance costs of over 30% on hardware & software through technology refresh

Awards & Recognitions

- Zero Incident Framework™ won the '2020 BIG Innovation Award'
- Identified by Global Industry Analysts, Inc. as one among the top global competitors in the AIOps Platform market
- Declared the Winner in 2 categories, 'Digital Excellence in IT / Technology' and 'Best Digital Disruptive Technology of the Year', by Digital Enterprise Awards & B2B Marketing Awards 2019, for ZIF
- Won 'Best Futuristic BT Solution' award at the GEC Awards 2019, Dubai
- Recognized by Gartner in 2019 as a 'Vendor leveraging Intelligent Automation'
- 'Stevie Winner' in 'The American Business Awards', in the 'Technical Innovation of the Year - (upto 1000 employees)' category
- Featured as 'Aspirant' in 'Cloud Enablement Services PEAK Matrix Assessment 2019', by Everest Group



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.