

DIGITAL TRANSFORMATION PARTNER

FOR A MAJOR HOSPITAL
IN BRONX, NY



Challenge

The customer, a major not-for-profit US healthcare 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-optimally given that their operating model was 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 services, with patient care metrics trending down while operational costs were rising.

The customer was 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.



Solution

As a technology partner of choice for over 10 years, Long 80's approach was to assess, plan, design, and implement scalable and secure IT transformation solutions aligned with the customer's strategic objectives. Long 80 kickstarted the engagement with managed infrastructure services, and followed it with successful colocation migration, application support, and organization wide network revamp in the subsequent years. As part of digital transformation, Long 80 also successfully implemented Data Center as a Service, robust security, storage updates, and more.

Solution Highlights:

- **AI-enabled 24x7 IT managed support** driven by SLAs & outcomes across:
 - Service Desk Support
 - Desk Side Support
 - Data Center Management
 - Security Operations
 - Clinical Application Support
 - Application Development & Support
 - Server Infrastructure Design, Deployment, Management
 - Network Infrastructure Design, Deployment, Management
 - Managed Print Services
 - Data Center as a Service (DCaaS)
 - Desktop as a Service (DaaS)
 - Digitalization and Cloud Transformation
- **Data center migrated** to a co-located space in 6 weeks, with our risk mitigation transition model
- **Server footprint consolidated** from 150 to 90 servers, while migrating over 130TB of patient data seamlessly, by formulating and implementing a well-defined server virtualization strategy
- IT infrastructure services **provisioned through DCaaS**, and other infrastructure components **consolidated through 'as-a-service' offerings**, by leveraging our hyper converged infrastructure solution
- **DaaS** provided to enhance caregiver-patient interactions by implementing Virtual Desktop Infrastructure (VDI) using **Long 80's zDesk platform**
- An organization wide **network revamp** executed, and optimized solution provided to improve bandwidth utilization and availability, while reducing costs
- Single pane of glass **executive dashboard** deployed to monitor applications and infra across locations through **AIOps platform ZIF™**
- ITIL V3 compliant **24x7 service desk** deployed, focused on enabling faster response/resolution of incidents, while driving cost reduction and shift left through our **proprietary automation platform**
- Effective management of service requests/calls through streamlined incident management
- Constant feedback provided to users on ticket status through coordination with various teams
- Regular follow-ups with users/support technicians on unresolved tickets
- Knowledge Management System implemented, and routine refresh & update processes enabled



Outcome

- Enabled the client's digital transformation journey by digitalization of infrastructure
- Accelerated transformation leveraging time tested methodologies & project mgmt. expertise
- 50% improvement in Time to Market (TTM)
- 40% reduction in IT operations costs, incl. DC hosting, network bandwidth, and IT operations
- Proactive protection against cyber threats through predictive AI enabled SOC operations
- 99.999% availability & high performance of systems through Citrix virtualization environment
- 50% reduction in server footprint by optimizing rack space and power
- 99.9% SLA adherence
- 70% First Point Resolution (FPR)
- Improved Mean Time to Resolve (MTTR) for incidents
- Prediction of events/incidents prior to occurrence helped prevent major outages
- Reduction in high priority incidents reduced downtime
- Improved availability through 24x7 managed server operations
- Increased scalability, reliability, and performance of applications & infrastructure
- 30% improvement in patient care due to 24x7 services/service availability
- Enhanced CSAT levels through consistent response time of 15 minutes across ticket categories
- 25% increase in provider-patient interaction through faster access to information using zDesk, resulting in better patient experience
- Increased productivity and quality of care by freeing up provider time to see more patients and enabling better focus on patients due to enhanced system response using zDesk
- Ability to handle increasing patient volumes and registrations using zDesk

Client Speak

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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 that they brought to the table.

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- Chief Information Officer

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zDesk 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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- Chief, Chairman - Department of Medicine



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.