

FORTIS

DATA CENTER CASE





Prestige Blue Chip,# 9, 4th Floor,
3rd Block, Hosur Road,
Near Dairy Circle, Bangalore - 560029

GYS Universal
Plot No. - A 3,4,5, Sec. 125
Noida, UP - 201301

P O Box 73030, ED 22,
Building 16, Dubai Internet City
Dubai, UAE

4th Floor, GYS Infinity, Paranjape Sche B,
Subhash Road, Vile Parle East,
Mumbai - 400057

Write to us at : sales@healthfore.com • For more details please visit : www.healthfore.com

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NEXT

REVOLUTION

IN HEALTHCARE INFORMATION TECHNOLOGY

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IT Delivers

SUPERIOR HEALTHCARE



HealthFore IT managed services transforms operations at Fortis

Fortis, a leading healthcare services provider in the Asia-Pacific region, partnered with HealthFore to deliver integrated care. Our IT managed services include infrastructure management and business reporting systems to support the hospital chain in operations and growth. In addition, we ensure high availability of applications to help Fortis deliver better healthcare. HealthFore IT managed services transforms operations at Fortis. Fortis, a leading healthcare services provider in the Asia-Pacific region, partnered with HealthFore to deliver integrated care. Our IT managed services include infrastructure management and business reporting systems to support the hospital chain in operations and growth. In addition, we ensure high availability of applications to help Fortis deliver better healthcare.

From a hospital chain to a healthcare enterprise

Fortis leverages Information Technology (IT) for diagnostics, primary care, day care specialty, and hospital operations. However, heterogeneous IT infrastructure and non-standardized IT processes caused server overload and data latency across its chain of hospitals in India.

Fortis sought to improve the reliability, availability and serviceability of IT assets. Standardized IT infrastructure was a clinical as well as a business imperative for delivering consistent services across its hospitals. Fortis outsourced IT-related activities to HealthFore. We integrated disparate processes and deployed a secure network for communication and collaboration.

Holistic IT management

HealthFore aligned the IT assets with business goals of Fortis. We established uniform IT policies, processes and Standard Operating Procedures (SOP). Our experts procured servers, recovery products and software as well as storage, network and security devices.

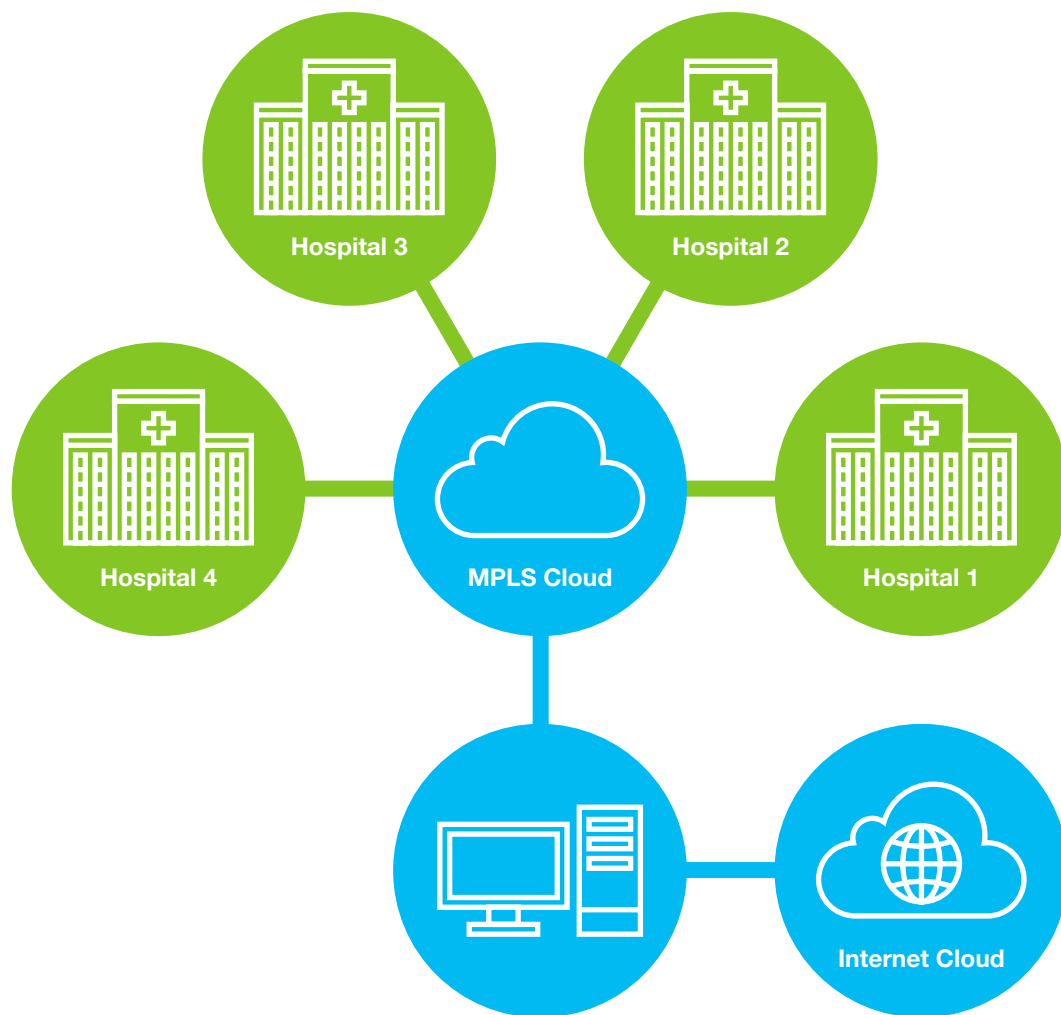
We centralized IT operations, including support services such as helpdesk, security, backup, and recovery. We hosted healthcare applications on the web to optimize network bandwidth and simplify application management. Significantly, it supports upgrade of applications and accelerates the launch of new applications.



A TRANSFORMED HEALTHCARE **NETWORK**

HealthFore designed and implemented an integrated LAN and WAN environment. We adopted the client and server model to connect Fortis hospitals across India. Multi Protocol Label Switching (MPLS) connectivity ensured smooth information management. Our security and intrusion prevention system protects enterprise data as well as the network. Significantly, our network approach ensures redundancy at the head office and hospitals.

HealthFore established a state-of-the-art data center at our Noida office. Our proxy/ web filtering solution centralized routing services. We upgraded the e-mail system from Exchange 2007 to Exchange 2010, Blackberry version 4 to version 5, and InterScan Messaging Security Suite (IMSS) version 5 to IMSS version 7. In addition, we undertook domain migration – from Windows Server 2003 to 2008 R2 including Active Directory Certificate (ADC).



HealthFore's MPLS network at Fortis

HealthFore's IT managed services deliver robust infrastructure at Fortis, while addressing scalability. Our maintenance and support services provide uninterrupted access to healthcare applications and business functionality at the chain of hospitals. Our approach maximizes predictability, reduces operational costs and enhances the quality of healthcare. Significantly, our centralized Management Information System (MIS) ensures prompt financial closure.

About HealthFore

HealthFore's provides end-to-end healthcare IT solutions and services. Our IT managed services include infrastructure management, professional services, data center management, systems integration, application maintenance, and network security.