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# HEALTHCARE IT ENABLEMENT

CASE STUDY: MANAGED SERVICES

## HealthFore – Transforming Healthcare

HealthFore Technologies Limited is a global healthcare IT solutions and advisory services company. Our B2B and B2C IT solutions help hospital chains, diagnostic centers and public health enterprises realize superior clinical outcomes.

Our patient-centric healthcare solutions focus on wellness, preventive care and condition management. Our information and health advisory services ensure prompt diagnosis and treatment of diseases. We create mass awareness to improve the quality of life through self-care.

HealthFore's IT products and services are built on leading-edge technology. Our solutions increase productivity and boost revenue for healthcare providers through process automation, interoperability and collaboration. Significantly, our customized solutions enable world-class patient care and comply with healthcare regulations, while minimizing costs.

We increase the reach of healthcare by investing in R&D. Our team of doctors, radiologists, dentists, physiotherapists, nurses, hospital administrators, pharmacists, and technicians provide insights to develop innovative solutions and streamline healthcare. Our strategic relationships with Microsoft, Oracle, IBM, HP, and Barco are the backbone of our healthcare solutions

## About Our Customer

Our Customer is one of the leading, integrated healthcare delivery provider in the Asia-Pacific region. The healthcare verticals of the company span diagnostics, primary care, day care specialty and hospitals, with an asset base in 10 countries, many of which represent the fastest-growing healthcare delivery markets in the world.

Our customer facing complexities due to disparate heterogeneous IT infrastructure and lack of standard IT infrastructure management processes. To deliver consistent services to its growing and demanding global user

community, it needed to improve the reliability, availability and serviceability of its infrastructure and data center. It also needed to maximize predictability, optimize operational cost and improve business satisfaction.

Major challenges which the customer had were

1. Delay in financial closure due non availability of centralized MIS.
2. Server outages and long recovery time

### Approach

Our Customer was looking to IT to serve as a critical agent in helping enable innovation, and drive business value for the enterprise. Business leaders used to talk about the importance of IT and business alignment. Now they're taking it one step further—total integration. And in the realm of IT, that means maintaining an obsessively business-centric focus and working hand in glove with lines of business within the enterprise to deliver differentiating innovation

The IT team from Customer had a clear vision of making scalable, robust, available infrastructure, MPLS connectivity with very high security and intrusion prevention system for both the HO and branches. On the application part they wanted to have most of the applications running on web as the same requires less bandwidth and management and is cost effective.

They were also clear of the fact that they will outsource all the IT related activities. The company will have a centralized IT operation with all core systems. All IT support services such as helpdesk, security, backup, recovery will also be centralized. The connectivity will base on client and server model. And the branches will be on a secured network or channel.

## Our Solution

HealthFore's goal was to create a nationwide solution that would provide robust, scalable and redundant across all domains of IT infrastructure and can support multiple New and upgraded applications being deployed.

We provided state of art Data Center for our customer at our Noida Office for its new Infrastructure. We managed the projects by designing the network (LAN & WAN), procured all the servers, storage, network and security devices, software, including backup and recovery products, implemented the complete infrastructure required to support its various applications and helped connecting all the hospitals across India via MPLS on to a single network so that they can access and manage information centrally. IT Policy, process and SOP were introduced, SLA were defined. This resulted in high availability of applications.

Within this, the holistic IT solution also included upgrading email system from Exchange 2007 to Exchange 2010, IMSS Ver 5 to IMSS Ver 7, Blackberry Ver 4 to Blackberry Ver 5, Domain Migration from 2003 & 2008 including ADC to 2008 R2. Centralizing internet and routing all request through Proxy / Web filtering solution.

The migration was completed well within the timelines desired and are now being managed on day to day basis by HealthFore.