



 nuware

Advisory and Consulting Services

Transforming IT with an Efficient Infrastructure Strategy Built to Scale

Key Highlights

- **Optimizing existing infrastructure and building new efficiency into the system**
- **A successful transformation story that is built to last**

Sustained growth is the biggest challenge faced by businesses that have operated with traditional legacy systems for decades and are now faced with the gargantuan task of modernization.

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Challenge

The customer was looking for a technology partner that could carry out a complete assessment of their existing IT infrastructure and offer a lasting solution that could bridge the gap between the old and the new.



Solution

Our team helped identify gaps in the current infrastructure network, offering key recommendations for filling the gaps with a stable and reliable infrastructure setup. This ensured in the establishment of a well-oiled infrastructure machinery that is quick to respond to any perceived or real threats with speed and agility.



Impact

Zeroing in on the perfect balance between existing system of networks with new processes and automation in a manner that streamlined the overall process and significantly improved efficiency levels.

Challenge

The customer is a leading clinically-focused home care equipment and services provider with over 50 years of experience in healthcare. Dedicated to providing quality and affordable medical care facilities at home, they were looking for a technology partner that could carry out a complete assessment of their existing IT infrastructure and offer a lasting solution that could bridge the gap between the old and the new.

A family owned business with three generations of industry experience, the customer was a prime example of the challenges and opportunities posed by technology and innovation in healthcare.

An assessment of the existing infrastructure setup helped us identify a number of challenges that required immediate attention:

- The customer relied heavily on timely transmission of data and was in need of an urgent upgradation of the data centre environments
- Lack of a structured disaster recovery plan in the event of any untoward incidents
- Inadequate systems that were not built around ensuring maximum efficiency across existing processes
- Prehistoric servers that were incapable of dealing with data security and privacy
- Lack of proper data storage and backup facilities
- The overall operations left a lot to be desired in terms of quality, reliability and overall efficiency

Reduced Infrastructure Risk by

60%

Compliance aligned to

ISO

NuSolution

Our initial assessment involved going into existing systems and networks to understand how the customer was handling tasks across the patient and provider network. It helped us understand the gaps that existed in the current infrastructure network. Once the gaps in the network were identified, our team of experts analysed the existing framework to offer key recommendations that were focused around filling these gaps in a manner that ensured a stable and more reliable infrastructure setup.

The key functionalities of the offering included:

- A large part of the modernization process involved offering targeted recommendations that could improve every stage of the planning and execution of patient care services
- Identifying gaps in the existing process and streamlining it with a focus on compliance and risk mitigation. This also helped in strengthening the system against data breach in order to protect the thousands of patient records that at the time were extremely vulnerable to security and privacy threats
- Establishing a system of constant supervision and monitoring that could ensure smooth functioning with minimal support

Impact

Optimizing existing infrastructure and building new efficiency into the system

The solution expertly identified the perfect balance between existing system of networks with new processes and automation in a manner that streamlined the overall process and significantly improved efficiency levels.

A successful transformation story that is built to last

With a rich history of sustaining growth in the healthcare business for almost half a century, there were a number of redundancies that had crept into the system. Our experts were able to identify a holistic and robust solution that strengthened the company's foundation as it enters the next phase of growth and expansion.