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Technology for a Changing World

Managed Infrastructure Services Case Study

Enhancing efficiency of IT Infrastructure support for Fortune 50 Healthcare client

THE ENGAGEMENT:

The client needed to reduce operational costs and provide support for Windows Servers and desktops, which they were unable to do prior to contacting Scintel.

Additionally, the Client wanted to reduce the administrative complexity, cost and the time required to manage a rapidly growing IT infrastructure and accommodate business growth without adding IT sta at onshore.

BACKGROUND:

The Client, a prominent player in United States healthcare, provides certified healthcare information technology including electronic health records, medical billing and claims management software for healthcare.

CHALLENGES:

The client struggled with commissioning and decommissioning of servers and desktops, as well as maintenance and monitoring of their server back- ups. They wanted a reliable and dedicated resource who could manage modifications or change requests for end customers.

Additionally, they needed a resource to apply patches to the server environ- ment despite maintenance windows that are staggered across various business units.

SOLUTION:

- Scintel was selected to setup and manage the support through the global development and support Center in Chennai, India. Scintel created a team of more than 15 support professionals for this service.

- The team was responsible for providing customer support to cutting edge Technology users who were using virtualized infrastructure of Windows Servers and Desktops.

- Our goal is was to deliver systems that were high performing, highly available, scalable, and easy to maintain and monitor.

- Scintel's Infrastructure Support services provided the expert System Administration assistance that the clients needed in order to plan, integrate, and manage their end-to-end computing environment.

BENEFITS:

- The client was able to identify and resolve Windows System Administration tickets effciently.

- Scintel enhanced the client's productivity decommissioning Windows servers 41% by incorporating strong processes and a strong change request mechanism.

- Scintel mitigated risk of downtime for the business's most important processes while reducing operating expense.

- Our team supported 80% infrastructure growth without adding staff, thus eliminating need for eight more fulltime employees (FTEs).

- We realigned IT sta resources to support business goals.

THE CLIENT:

The client, a prominent player in United States healthcare, provides certified healthcare information technology and related services.

INDUSTRY:

Health Care.

BUSINESS NEED:

- Reduce Operational costs and provide support for windows server and desktops.

- Reduce administrative complexity, cost and time to manage rapid growing IT infrastructure.

- Increase business growth without increasing manpower.

SCINTEL SOLUTION:

- Provided customer support for customers using virtualized infrastructure of windows servers and desktops.

- Provided expert administrative assistance to aid the client in planning and integrating end-end computing environment.

BENEFITS:

- Growth and scalability.

- Reduced Operation expense.

- Optimize performance and availability.