

Case Study

Healthcare Company Scales and Modernizes IT to Address Rapid Growth Demands

The client

Based on the East Coast, the client is an established healthcare services company that provides virtual care solutions to hundreds of health systems and millions of patients in nearly every state across the country.

The challenge: Support rapid increase in application usage due to COVID-19 outbreak

In 2019, the client began planning a refresh of some of their data center infrastructure, with the intention of performing such work in 2020. But as the COVID-19 crossed the ocean and caught many off guard, it put the client's priorities into overdrive. Certain upgrades would need to happen sooner and faster than they had anticipated.

The client hosts most of their core applications on-premises. Over the course of a few weeks, usage of their applications increased significantly, both from individuals seeking resources for COVID-19 and from patients wanting to alleviate already overwhelmed clinical locations. Because their telehealth services provide a way for people to visit with a healthcare provider remotely, without stepping foot in a healthcare facility, such an option has been in high demand.

Industry:
Healthcare

Insight provided:

- Strategic support
- Solution design with Cisco and NetApp components
- Ongoing support services

Insight services:

- Consulting Services
- OneCall Support services

The solution: New servers and flash storage deployed at lightning speed, with ongoing care

As an Insight client for more than 10 years, the company knew they could count on us to ensure they had what they needed, when they needed it.

The main application the client provides is very compute- and resource-intensive. The surge in demand required a straightforward expansion of servers and storage capacity across several data centers.


Over the course of three weeks, our team helped them secure dozens of new Cisco® UCS® servers and add half a petabyte of capacity with NetApp® flash arrays. The client also has the assurance of [Insight OneCall™ Support services](#) on all their new equipment.

The benefits: Scaling fast to provide critical healthcare resources


For more than 15 years, the client has delivered telehealth services that businesses, healthcare organizations, and individuals can count on. If ever there was a time to deliver on their promises, now is it.


Our work together has enabled the client to effectively facilitate care for millions of patients amidst the COVID-19 outbreak and the changes it has provoked within our healthcare system and far beyond. The infrastructure upgrades are allowing the client to meet high levels of service quality while minimizing delays or downtime. Insight OneCall is giving them fast access to experienced support technicians who quickly resolve issues within the client's IT environment. And, most importantly, more individuals are now getting the care they need at a critical time in history.


Benefits:

Increased processing performance with dozens of new servers 

Greater capacity and scale with **1/2 PB** of new flash arrays

 24/7 access to skilled technicians for technical support

Infrastructure to accommodate surge demand 

 Reliable application access for patients and clinicians