

Case Study

End-to-End IT Infrastructure Management and Support for a Canada based leading Healthcare solution provider



➤ OUR CUSTOMER

A leading healthcare solution provider in Canada and US with more than 120 years of combined experience in MDS research and clinical healthcare. They have the best of breed products in Care Planning, Quality - Risk Indicators, Staff and Activity Scheduling, Quality Assurance and Accounting functions.

➤ THEIR NEED

Over the years, our client had developed one of the largest MDS database outside of the Ministry of Health. With the ever growing database and critical nature of the healthcare software, the client found it very hard to manage their existing IT infrastructure setup. The insurgent IT monitoring process further hampered their infrastructure activities, which led them to high network downtime, slowness in products performance and flaws in incident handling mechanism.

➤ OUR SOLUTION

After scouting multiple vendors, the client partnered with Aspire Systems thanks to its proven expertise in healthcare space as well as in remote infrastructure Management service. By owning client's total infrastructure management activities, Aspire has amended areas such as:

SERVER MANAGEMENT

- Defined a prompt back up strategy for their existing servers
- Evaluated various Virtualization tools, suggested Hyper V as the best tool, and implemented the same
- Handled periodic updates in their existing Antivirus software and maintained the existing MS exchange server

NETWORK MANAGEMENT

- Migrated Internet Service Provider from All stream to Bell Canada
- Identified redundancy in Firewall failover from Microsoft ISA to Cisco ASA and rectified the same
- Redefined the network topology
- Maintained their existing DNS server

SUPPORT ACTIVITIES

- Defined and implemented a new service desk management system and managed activities such as incident reporting, handling and tracking of incidents as per the agreed upon SLA terms & conditions

Key Benefits

- Complete ownership of the client's existing Infrastructure Management activities which led them focusing on their IT innovation activities

The customer engaged Aspire to streamline the existing IT Infrastructure by setting up an offshore Infrastructure Management team.



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- Transformed an incompetent, non-compliant IT infrastructure to the process oriented, zero downtime environment
- Managed the entire IT infrastructure through the Aspire's Remote Infrastructure capabilities

No. of Resources: 5, No of Servers: 40, Average Volume of Incidents handled (per month) – 150, Cost benefit from Aspire: 20%

ABOUT ASPIRE SYSTEMS

Aspire Systems provides end-to-end software development services to Independent Software Vendors (ISVs)/packaged software providers, Software-Enabled Businesses and Innovative Enterprises.

We are passionate about Producteering™ – our approach to creating software better and faster. It helps us deliver tangible business results for our customers through technology. Our key strengths are in the areas of SaaS, Cloud Computing, Web 2.0/RIA, Mobile, Test Automation, Agile/Scrum, and in the Healthcare domain.

For more information contact:

Website : www.aspiresys.com
E-mail : info@aspire.com
Tel
USA : +1-408-260-2076
UK : +44 203 170 6115
India : +91-44-6740 4000

