



# Comprehensive Suite of IT Services Helps a Value-based Women's Healthcare Partner Improve Infrastructure Availability, Performance, and Security

## CASE STUDY

**Customer:** A value-based healthcare partner to OB/GYN

**Industry:** Medical Practice

**Profile:** The healthcare partner provides a range of expert business and IT services to physicians and their patients including practice management, billing and collection, revenue enhancement, and clinical services for OB/GYN, urogynecologists, reproductive endocrinologists, and other women's health specialties.

**Services:** IT as a Service

## Business Need

The healthcare organization partners with OB/GYN, in-vitro fertilization, and other specialty women's health practices to implement growth strategies, payer engagement, revenue cycle management, EMR support, financial and human resource management, merger and acquisition support, ancillary services development, marketing, and risk management services.

With more than 600 physician partners, the healthcare partner found it challenging to keep up with demands. The level of emergency and support tickets started to swell and there was an urgent need for operational efficiency in Knowledge Management and User Onboarding. Challenges included:

- Lack of identity and access management
- Poor 24 x 7 helpdesk support due to small team size
- Lack of infrastructure governance
- Limited enterprise visibility
- Unavailability of self-service portal
- Inability to scale support and expand business opportunities through IT

The healthcare partner was seeking an experienced and accountable service provider who could provide comprehensive 24x7 IT Operations Management. They wanted the partner to have extreme support responsiveness and risk mitigation capabilities as well as the ability to maximize efficiency and service levels.

They wanted the service provider to actively participate in business and IT planning, provide technology-agnostic guidance, and provide advisory-based support. They were also looking for IT Governance and IT Staff Rebadge Services.

## Solution and Approach

*To enhance the healthcare partner's IT efficiency, Synoptek focused on Service Delivery continuity, elimination of operational gaps, as well as modernization of apps and services via continuous value creation and best-in-class services. The overall transition time was less than six months from Contract Signature to Go-Live.*

We provided a range of services:

### IT Leadership and Management

- Set up monthly business and IT meetings to review service levels and define risk mitigation plans
- Developed and executed clear and strategic IT roadmap
- Devised priorities that are closely linked to business goals
- Enabled IT service governance
- Carried out business process and cost optimization
- Enabled effective risk management

### End User Support

- Provided 24x7x265 end user support
- Enabled periodic asset tracking
- Set up an incident management process
- Enabled endpoint security protection
- Enabled software distribution and carried out necessary patch management and application support
- Implemented identity and access management including single sign-on, multi-factor authentication, user directory integration, self-service password reset, and user provisioning

### Infrastructure Support

- Offered 24x7x365 operations support including monitoring, alerting, and remediation

- Delivered server management including 24x7 server administration, threshold and performance monitoring, patch, incident, and asset management

### Cyber Security

- Enabled identity and access management
- Provided advanced endpoint protection and response
- Delivered malware removal and data recovery
- Carried out quarterly vulnerability scans
- Conducted web content management, and DNS security management
- Provided user security training

### Security Information and Event Management (SIEM)

- Provided comprehensive, mainstream device support and event source monitoring
- Carried out ongoing rule tuning and false-positive reduction
- Enabled in-depth security and anomalous activity monitoring
- Developed dynamic compliance and standards-based reports and dashboards
- Optimized event repository

### IT Rebadge

- Helped outsource all 13 IT employees to Synoptek
- Maintained 100% of the IT staff thus far

## Business Results

*With Synoptek's IT support, the healthcare partner has been able to achieve a number of business benefits:*

- Reduced costs by almost 20% by migrating to Synoptek IT Services
- Better IT performance via 24x7 Infrastructure Monitoring, Response and Remediation
- Improved user experience and satisfaction via 24x7 End User support
- Networks configured with high availability have a service availability guarantee of 99.99%
- Reduced unplanned outages through proactive monitoring of servers and networks
- Improved availability of data via continuous Data Backup and Recovery
- Enhanced security through implementation of Identity and Access Management
- Improved Mean time to Resolution via the implementation of a fully-functional Service Desk

## About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100, and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance, and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.

19520 Jamboree Road #110 Irvine, CA 92612

888.796.6783

[www.synoptek.com](http://www.synoptek.com)

[salesinquiries@synoptek.com](mailto:salesinquiries@synoptek.com)

