



Case Study

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



Customer Overview

Customer

A Practice Management Organization in Healthcare

Profile

The healthcare practice management organization provides physicians and patients with a range of expert business and IT services, including revenue cycle management, operations, and application support.

Industry

Medical Practice

Services

IT as a Service

Business Need

The healthcare managed services 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 organization 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 /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 company sought an experienced and accountable service provider who could provide comprehensive 24/7 IT Operations Management. It wanted the partner to have extreme support responsiveness, risk mitigation capabilities, and the ability to maximize efficiency and service levels.

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

Solution and Approach

To enhance IT efficiency, Synoptek focused on Service Delivery continuity, eliminating operational gaps, and modernizing apps and services via continuous value creation and best-in-class services. The overall transition time from contract signature to go-live was less than six months.

IT Leadership and Management

- Set up monthly business and IT meetings to review service levels and define risk mitigation plans
- Developed and executed a 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 24/7/365 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 24/7/365 operations support, including monitoring, alerting, and remediation
- Delivered server management, including 24/7 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

Business Results

With Synoptek's IT support, the healthcare organization has been able to achieve several business benefits:

- Reduced costs by almost 20% by migrating to Synoptek IT services.
- Better IT performance via 24/7 infrastructure monitoring, response, and remediation.
- Improved user experience and satisfaction via 24/7 end-user support.
- Improved service availability guarantee to 99.99% by configuring networks with high availability.
- Reduced unplanned outages through proactive monitoring of servers and networks.
- Improved availability of data via continuous data backup and recovery.
- Enhanced security through the implementation of Identity and Access Management.
- Improved mean time to resolution via the implementation of a fully functional service desk.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.