

Dynamic Healthcare Systems

A rapidly changing IT infrastructure required an "IT as a Service" approach adapting to changes in network and storage capacity while maintaining reliability, security and performance

Customer: Dynamic Healthcare Systems

Size: 51-200 employees

Region: Bedford, Texas

Industry: Hospital & Health Care

Profile: A leading software and solutions provider for health plans that manage Medicare Advantage and Commercial Exchange plans

Services: Infrastructure Stability

Business Need

The main challenge was constructing and implementing an IT infrastructure environment for a rapidly growing business in a tightly regulated industry. Their core business focus required a high-performance, very reliable IT infrastructure. They needed to exceed the performance standards accepted by most enterprises and they needed to be able to scale quickly as they acquired new clients while maintaining full security and HIPAA compliance.

Solution and Approach

Synoptek developed a strategic IT plan that provides a full-range of enterprise services tailored to meet Dynamic HealthCare Systems specific needs. Synoptek aligned the technology Dynamic Healthcare Systems required to be successful with the size and complexity of their business.

Synoptek then compiled a team of experts including a CIO, several engineers, customer service representatives, and procurement specialists who came together

to deliver a diverse suite of IT infrastructure, monitoring and maintenance services for Dynamic Healthcare Systems including:

- Fully managed, scalable, and secure (HIPAA compliant), hosting environments for DHS customers.

- Application support (including database maintenance and complex application deployment processes)
- Desktop and network support for corporate users.
- Highly secure colocation services.

You don't build a power plant to generate power for a single business so why build, train and staff an IT infrastructure to serve a single business. This comparison wasn't always valid but with the absence of skilled IT staff, increasing capital expenditures for hardware and software and the expertise of managed service providers, this comparison is now appropriate.

Hosting services can now be up to 58% cheaper than in-house solutions. Upgrades and patching are core areas of expertise for a managed service provider and can be done in hours instead of weeks using in-house staff.

Security issues are also better addressed by security experts, unless you have a couple of security experts and a 24x7 Security Operations Centre.

Additionally, managed service providers provide written service level performance agreements around help desk services, uptime, redundancy and scalability.

Dynamic Healthcare systems realized the importance of calling in the "experts" with a "deep bench" for a wide-range of IT infrastructure and security compliance issues.

Business Results

Synoptek and Dynamic Healthcare Systems have formed a true partnership.

- Synoptek acts as an extension of Dynamic Healthcare Systems' IT team supporting corporate users and customers.
- Synoptek provides a change management mechanism to rapidly scale up and down customer environments as needed.
- Synoptek works side by side to effectively manage costs without compromising security or creating additional risk.
- Synoptek ensures DHS is fully compliant with federal healthcare regulations.

Synoptek and Dynamic Healthcare Systems continue to build upon their partnership. With access to best-in-class technology experts, toolsets, hardware and software, Synoptek is providing IT leadership and IT infrastructure services to Dynamic Healthcare Systems. Synoptek has also become an active participant in sales presentations to Dynamic Healthcare Systems clients.

“ Synoptek has the expertise to make IT simple for you. ”

About Synoptek

Synoptek is a Global Systems Integrator and Managed IT Services Provider offering Comprehensive IT Management and Consultancy Services to organizations worldwide. Our focus is to provide maximum "business value" to our clients enabling them to grow their businesses, manage their risk/compliance, and increase their competitive position by delivering improved business results.