

CASE STUDY

ITaaS Enables a Diagnostic Imaging Services Company Modernize Systems, Enhance Operational Efficiency, and Improve Quality of Radiology Services



Customer: A diagnostic imaging services company

Industry: Medical Practice

Profile: Since 1977, the diagnostic imaging services company has upheld a long-standing tradition of quality care in the provision of essential diagnostic imaging services promoting health, expert care, and superior imaging services through leading edge technology.

Services: ITaaS Suite

Business Need

As one of the leaders in the growing radiology industry, the imaging company partners with primary care physicians and hospitals to provide radiology services to both physicians and patients. However, with their current IT ecosystem, the imaging company was finding it difficult to:

- Keep up and take advantage of emerging technology trends and opportunities
- Bring IT projects to successful closure due to lack of project expertise and limited resources
- Share resources across projects to reduce costs and improve lead times
- Ensure alignment between IT and business units due to communication gaps

In their ambition to leverage IT to be a business differentiator and provide a platform that continues to create optimum user experience, the imaging company initiated an IT transformation initiative to assess and transform their IT processes and infrastructure into a strategic enabler of operational and growth goals and objectives. The key objectives of this transformation included:

- Enabling a culture of keeping up with and implementing evolving technologies
- Ensuring the right IT people, processes, and systems are in place to enable the strategic and tactical goals and objectives of the business
- Improving the delivery and implementation of major technology projects

The imaging company also wanted to improve the scalability, maturity, efficiency, cost-effectiveness, workflows, and end-user satisfaction while providing the best experience for their radiologists, employees, and clients. They wanted to establish “HyperCare” customer service levels, implement ITIL processes, automate workflows, and derive the benefits of an outsourced IT model. To meet these requirements, the company got in touch with Synoptek as their preferred IT Managed Services provider.

Solution and Approach

Synoptek took over the management of the imaging company's current IT team and put professional services in place to effectively manage project execution while maintaining high service levels. Leveraging standard ITIL processes and automation, we helped the company streamline routine IT support and operations and supplemented their IT staff with technology expertise to enable project-focused execution and effective problem resolution.

To minimize the timeline associated with cloud migration, keep changes to the overall production environment to a minimum, reduce risk, and increase the likelihood of a successful migration, Synoptek took a three-phase migration approach that included: lifting and shifting of production environment, deployment of private cloud, and carry out cloud-based migration.

Given Synoptek's experience and expertise in managing enterprise-wide IT projects, and leveraging our global delivery model, we provided the following IT operations outsourcing services for the imaging company:

- First and second level end user support including asset management, setup, installation, patching, and security of desktops, laptops, and mobile devices
- Application support for Active Directory, Exchange, SharePoint, and Database Management
- Server support including server administration, configuration, patching, anti-virus, and user and backup management
- Site support including remote workstation, network equipment, circuit, and phone support for 40 locations
- Complete systems monitoring and automation solution Synoptek Edge
- 24x7 fully-staffed Service Desk

Our ITaaS offering included:

Employee Services

- 24x7x365 Technical Support
- Mobile and Desktop Device Management
- New Employee Provisioning
- Email and Active Directory provisioning
- VIP IT Concierge
- Endpoint Security
- Email Security
- Antivirus Scanning
- Advanced Threat Protection
- Data Loss Prevention and Content Filtering
- Spam and Phishing Detection
- Email Continuity
- Web Content Filtering

Server Services

- Server Performance and Availability
- Application Management
- Managed Antivirus
- Managed Hypervisor
- Backup Management
- File Restore Testing
- Storage Area Network Management

Site Services

- Router, Firewall, and Switch Management
- Circuit and VPN Management

Universal Services

- IT Audit and Documentation
- IT Vendor Escalation
- Onsite Support
- Hardware, Software, License and Warranty Procurement
- Patch Management
- Change Management

Business Results

Under Synoptek's guidance and support, the imaging company has been able to:

- Consolidate data from multiple systems to enable better business and operational decision-making
- Leverage emerging technologies to differentiate services and adapt to a shifting business landscape
- Improve operational efficiency through the modernization of existing systems
- Accelerate IT service improvements to address the growing needs of HR, Payroll, Finance, and Operations
- Maximize revenue while driving costs down
- Focus on their core business of providing quality radiology services – without worrying about managing or monitoring the underlying IT infrastructure
- Make the most of a dedicated HyperCare phone number and email, that places all calls and emails in a priority status within the current queue

About Synoptek

Synoptek is a Global Systems Integrator (GSI) and Managed IT Services Provider (MSP). We offer comprehensive IT Management and Consultancy Services to organizations worldwide. We work in partnership with clients of various sizes – from mid-market to Fortune 100 – while helping them strengthen their IT foundation, manage risk and compliance, and enhance competitive position.