MOD3RN
Cloud

CLIENT SNAPSHOT

Capital radiology are a national diagnostic imaging specialist who pride themselves on being a community-focused, people-first organization committed to their patients and team.

They are in the top five radiology providers in Australia with a footprint that sits broadly across Tasmania, Victoria, South Australia, and Western Australia. They have over 70 locations with a mixture of stand-alone sites as well as sites within hospitals, they have over 70 radiologists and over 2000 staff.

IT INFRASTRUCTURE

- Over one hundred servers, across 6 racks in 3 Data Centres with over 1.5 Petabytes of data.
- Numerous vendors delivering services including firewalls, server maintenance, database management.
- A mix of physical and virtual servers and hardware to maintain including Cisco servers and firewalls, HP servers, Dell servers, and Fortinet firewalls.
- 40 applications across all servers, with a mix of complex switching and networking.
- This legacy environment had challenges with their licensing, warranty status, and patching.
- Several acquisitions over the years added a deeper layer of complexity and IT resources were focused on scrambling to understand the environment and the complexities within it, rather than focusing on supporting the business to deliver the patient care they aspired to.
- This often resulted in unnecessary and extended outages and interruptions to service delivery.

AT A GLANCE

CHALLENGES

- Resourcing IT Department
- Legacy Infrastructure
- Business Continuity
- Cost of ownership

BENEFITS

- Fully Managed Cloud as a Service
- 99.99% uptime
- up to 60% Reduction in total cost of ownership annually

"We have provided a virtualized platform that we manage and run, which is far more sophisticated and monitored by people far more capable than Capital Radiology want to or have internally.

There in lies the simplicity of it. We're doing this on scale and on mass. This is our day job. They're a radiology group."

SCOTT CRAWFORD
3VEREST Founder & CEO

PROBLEM WE'RE SOLVING

IT personnel expertise and knowledge base

Capital Radiology were burdened with acquiring skilled IT talent, and given the highly complex nature of their environment, it meant that there was an over-emphasis on staffing and knowledge retention, rather than managing and maintaining the environment efficiently.

They were seeking a solution that would give them the ability to get a handle on their systems, to work more efficiently and reduce the burden of acquiring and retaining skilled IT professionals.

Performance and business continuity

There were many vendors to work with to resolve issues across this legacy environment, which further contributed to intermittent down-time.

Capital Radiology were seeking a solution that would improve the user experience, and the perception of IT and keep their radiologists working productively and without interruption.

Security standards not being managed efficiency

As a publicly listed company, they had a significant requirement around data sovereignty and where data was stored and how that data was accessed and how it was secured. With a complex environment, IT was often burdened with the operational aspects and the team were not as focused on pro-actively maintaining security standards.

They were seeking a solution that would provide a consistent baseline of security standards, such as patching, anti-virus, and back-ups that would give them the flexibility to also work with Cyber Security vendors to improve their Security Posture.

Total Cost of Ownership

An important part of the business case for moving to the cloud, included what the above and below the line costs were. Hardline costs such as hardware, IT personnel and licensing. However, it is much harder to understand the total cost of owning their environment. Below the line costs including internet, electricity, and surge excess billing.

Capital Radiology were seeking a solution that would give them simplicity in billing, and reduce their overall IT Spend by more than half!

WHAT DID WE DO AND WHY?

Develop Business case

Before Capital Radiology could procure providers for the solutions they sought, they first had to develop a business case for board approval. 3verest's extensive expertise and specialization in the private cloud were vital in supporting Capital Radiology to develop a compelling business case that was ultimately approved.

3verest Innovation Roadmap

3verest's highly skilled Cloud Solutions Architects mapped out the timeline, what the future state would look like, and the steps involved. The solution was highly configured to remove risk. The hundred-plus servers were migrated in small batches nightly. All servers had an individual process which differed from server to server depending on their complexity and size. End-user acceptance testing was conducted for each server, and only once the environment was tested as operating successfully were the servers then decommissioned. Whilst this meant a lengthy migration timeline, it was preferred to having any downtime.

Ongoing monthly reporting and account management

With such a complex environment and with technological advances making rapid progress, this was not simply a set-and-forget transaction. 3verest continue to work with Capital Radiology to deliver technical expertise for their growing clinics, and to continue to improve patient care.

3verest Detailed Discovery

Once the business case had been accepted, an 3verest Detailed Discovery of their environment was conducted. Through this comprehensive audit process, 3verest we able to help Capital Radiology gain a deeper understanding of their IT Infrastructure and costs, both above and below the line.

3verest concierge Project Management team

3verest concierge Project Management team worked with the Capital Radiology IT team to manage the transition for each server, mitigate risk and conduct end-user testing. There were a few challenges that presented themselves that the Project Management team needed to overcome:

Capital Radiology was growing rapidly and was acquiring new sites during the timeframe of the migration project. 3verest expert engineers were agile in that process to account for their continued growth;

There were inconsistencies in internet speed at various sites, and with the volume of data, some servers would not be migrated overnight. The project management team worked to mitigate this challenge by removing the server from onsite to the DataCentre, where the upload speeds are much faster.

Ultimately, the team delivered the project on time and within budget.

Moral of the story

Specialist cloud providers can maintain an environment far more efficiently and effectively than attempting to manage it inhouse. With 3verest, you are getting the width and breadth of our experience, both globally and across multiple environments. We know how to build cloud systems to manage and run them. That depth of experience takes a lot of work and cloud expertise to build that internally and more importantly to try to keep it internally.

WHAT WAS THE OUTCOME?

Work more efficiently and reduce the burden of acquiring and retaining skilled IT professionals.

Capital radiology can now focus on improving its patient care and optimising its line of business applications. They are no longer burdened with attracting, training and retaining technical staff that monitor and maintain their baseline environment. They can focus on developing the technical expertise that adds value directly to improving patient care.

Security and compliance standards are managed efficiently and always meet the required industry standard.

A consistent baseline of security standards, such as patching, anti-virus, and back-ups, would give them the flexibility to also work with Cyber Security vendors to improve their Cyber Security Posture.

By moving to 3verest, Capital Radiology became ISO27001 qualified. With a consistent baseline of security standards, the 3verest platform allowed for the flexibility of working with their chosen Cyber Security Vendors to improve their overall Cyber Security Posture.

Improve the user experience and the perception of IT and keep their radiologists working productively and without interruption.

From one disruptive outage per month to none. The staff's perception of IT personnel has improved dramatically, and radiologists can now focus on delivering patient care. All their data is stored locally in Perth, Melbourne and Sydney.

Reduce Total Cost of Ownership

Capital Radiology sought a solution to simplify billing and reduce their overall annual IT Spending. Before joining 3verest, their IT infrastructure spend was more than $2.2 million annually. Working with 3verest brought that IT spending to less than $1 million annually.

Brand new day

Capital Radiology now has the peace of mind to know that their environment is taken care of by sophisticated cloud specialists with 20-plus years of experience in managing cloud for the Radiology sector. They are focused on delivering the best possible patient care whilst ensuring their radiologists are the most efficient they can be. Capital Radiology are now a resilient and highly scalable enterprise.