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# Digital healthcare: doing more with less

Healthcare IT company simplifies data center operations,  
builds efficiencies for the future.



Trusted partner for your Digital Journey

# Atos

## Digital healthcare: doing more with less

If your doctor shows you an MRI on a mobile device or prescribes your medication electronically, those technological capabilities come from a specialized healthcare IT services company. One of the largest of these companies in the United States gets its managed IT services from Atos.

### Good thing going

Atos provides managed data center (DC) hosting services throughout much of the healthcare company's IT environment.

The two companies have celebrated many accomplishments over the years to reduce costs, enhance the patient experience, improve

processes and business transparency, and manage change.



### Building on trust

Not surprisingly, the healthcare company renewed this services contract quickly at the end of its term in 2016. Then, under new IT leadership less than a year later, it asked Atos to take over management of all its data centers. This would more than double the scope of the existing contract from two data centers to five

– if Atos could create enough efficiencies to reduce its prices.

The Atos team didn't hesitate, given that its operating model was already proven in this unique healthcare environment. And Atos' support personnel were intimately familiar with the environment.

"When a server is down, what does that mean? It means a patient may not be getting medications, or a doctor may not be getting a patient's critical health information. We all take it very seriously," said Barbara Torre, Atos Client Executive.

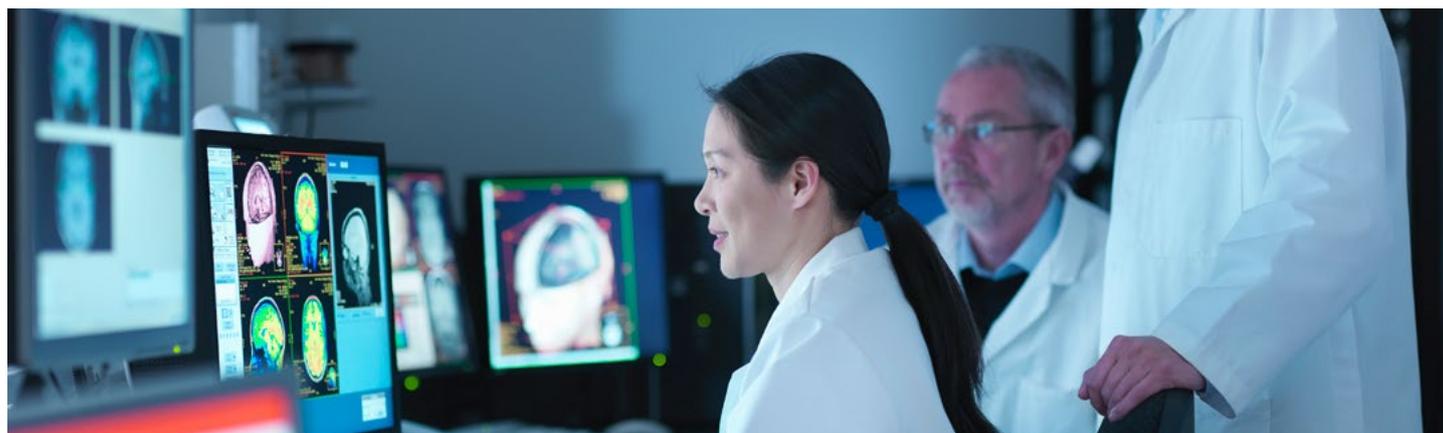
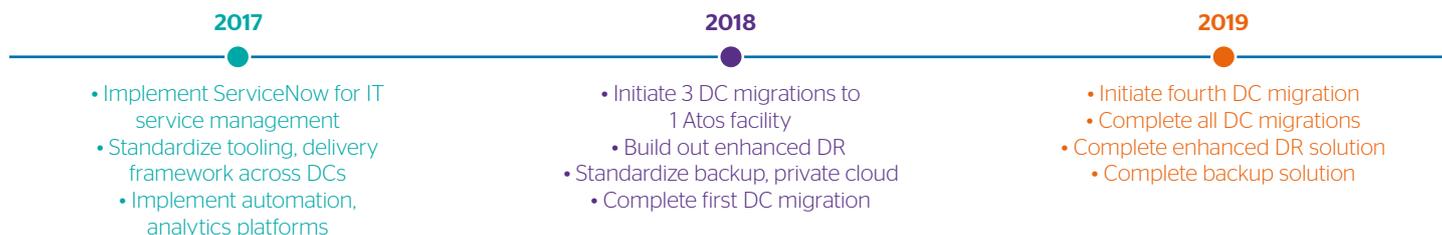
### New scope

Atos put its healthcare experience and data center innovations into a proposal that would:

- Migrate three data centers to Atos
- Provide 12 percent savings in 4.5 years

- Address storage definition and backup pricing pain points
- Present a roadmap for efficiencies through automation
- Identify synergies for future efficiencies

The two companies came to an accord and began putting key components in motion for what will be Atos' largest implementation of Canopy Orchestrated Hybrid Cloud in North America.



## Project highlights

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The biggest efficiencies in a project like this generally come from standardization and automation – assisted by service orchestration, hybrid cloud, data backup, artificial intelligence and analytics.

### Standardization and consolidation

The priority was to standardize operations across all the healthcare company's DCs through:

- Consistent tooling, processes, governance and reporting
- Improved problem management and incident resolution
- Committed and refreshed service levels
- Added scale and cost-benefit of 24/7 global delivery

The facilities also needed to be consolidated to reduce complexity and points of failure while allowing for more efficient use of resources. Additional savings would come at the sunset of multiple co-location contracts.

### Automated service orchestration

ServiceNow provides a standard integrated service management (ITIL and CMDB) configuration for a unified view of infrastructure,

including hybrid cloud. The healthcare company will benefit from faster problem identification and resolution, and greater cost controls over resources, through the consistent management and provisioning of services.

### Orchestrated hybrid cloud

The teams implemented an orchestrated hybrid cloud solution for enterprise private cloud with extensibility to public clouds. Hybrid cloud will provide a flexible consumption model, a global footprint for international expansion, and a secure pathway to the public cloud when the company is ready for that step.

### Collaborative data backup

At the beginning of this story, the healthcare company had recently implemented a Commvault backup system. Atos switched over to Commvault across all its DCs to preserve its client's investment in the new system. Consistent, integrated data backup and recovery for all touch points will improve service delivery and reduce risk.

### Cognitive and autonomic support

Resolving support issues more efficiently – even before they're reported – reduces costs as well as errors. IPSoft and Arago systems

were implemented to automate support workflows and resolve routine tickets. These systems also use machine-learning intelligence to enable continuous improvements to processes and services.

### One source for reporting

The DCs are connected to OneSource, an analytics dashboard app that the healthcare company's decision makers can check for quick insight into support services, KPIs and metrics. Consistent and timely performance reporting also improves resource coordination within the DCs.

### Visual service journeys

Journey analytics, powered by ClickFox, analyzes end-user behaviors and motivations over time and across different customer touchpoints, such as the web or customer call centers. Atos uses it to optimize supported channels and improve customer satisfaction.

With ClickFox, service delivery personnel can visually determine service deviations and performance gaps as they measure performance improvements through service journeys.

## Shining in the lowlights

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Then it happened. Before the migrations were complete, the healthcare company was hit with a ransomware attack. The immediate response was to disconnect the two affected DCs from the network. While they were down, approximately 1,500 medical practices were unable to access their electronic health records and prescription systems.

Though the two affected data centers were not managed by Atos, all transformation activities were paused, and more than 100 Atos workers were deployed to the security response immediately. Both sides worked around the clock on nonstop conference lines to maintain open communications as they recovered and rebuilt hundreds of servers. Five days later, the data centers and all the clients were back online.

## Looking forward

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When the consolidations and standardizations are complete, the healthcare company will be doing even more with less. It'll have a smaller data center footprint and lower costs. And it will be well positioned to advance its client services in the future through the IT foundations it partnered with Atos to build:

- A digital onramp to global markets through hybrid, private and public clouds
- Packaged cybersecurity offerings that protect patient data and create additional revenue streams
- Atos analytics tools and data science expertise to speed the analysis of data-intensive genomics and population health information
- More options for health record archiving and third-party hosting services

## Why Atos

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Atos Digital Health Solutions combines deep healthcare knowledge with global expertise in digital transformation to help payers, providers, and pharmaceutical and life sciences companies move from volume-based to value-based healthcare. We modernize the technology foundation and secure valuable patient data to help providers maximize revenue, and help payers pay only what's due. For clinicians, we optimize and manage electronic health records, integrating that valuable data with financial systems to find unique insights about patients and members.

Talk to us about population health, precision medicine and value-based care programs driven by business technologies and patient-focused insights.

For more information, send an email to [info.na@atos.net](mailto:info.na@atos.net) or visit [atos.net/en-na/north-america/healthcare](https://atos.net/en-na/north-america/healthcare)

# About Atos

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of € 13 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions through its Digital Transformation Factory, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies and industry knowledge, Atos supports the digital transformation of its clients across all business sectors.

The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, Unify and Worldline. Atos is listed on the CAC40 Paris stock index.

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