Case Study

Senior care developer partners with CBTS for data center management and disaster recovery

Client

Senior care facilities

A leading developer of senior care facilities with more than 500 properties throughout North America and the United Kingdom was poised for rapid growth from multiple acquisitions. One of their key concerns in making these acquisitions was the technology demands that would come with owning and operating multiple data centers.

Challenge	CBTS Solutions	Results
• Operating multiple data centers was not a key competency of the company's small IT staff and was preventing them from focusing on their primary business. • The company's ambitious growth plans meant it needed to standardize IT processes in order to smooth out the acquisition process and improve client service. • The company lacked a strong disaster recovery program to protect critical systems during an incident. • The company faced complex privacy regulations and growing cyber-security threats.	• CBTS developed a fully managed production and disaster recovery solution that allowed the company to offload its data center workloads. • CBTS performed a baseline VMWare cloud assessment to establish the company's footprint. • CBTS developed a DR process that is both documented and repeatable.	• The company avoided a large Cap-X expense for new data center equipment and streamlined its IT environment. • The company's IT staff is no longer focused on managing data centers and could now focus on the coordination of IT processes during acquisitions. • A comprehensive disaster recovery program keeps residents' vital data safe.

Challenge

A leading developer of senior care facilities with more than 500 properties throughout North America and the United Kingdom was poised for rapid growth from multiple acquisitions. One of their key concerns in making these acquisitions was the technology demands that would come with owning and operating multiple data centers.

The company's challenges consisted of four key components:

- **Data center dominance:** Owning and operating two data centers was not a core competency and it distracted the company's small IT staff from focusing on their primary business. The company wanted out of the data center business altogether.

- **Ambitious growth plans:** The company needed a more standardized technical environment to enable smoother acquisitions and improve client service.

- **Disaster recovery and testing:** The company lacked a strong disaster recovery program to protect the availability of critical systems during an incident, and it needed better capacity to test software before it went live.

- **Security and compliance:** With cyber-security threats and privacy regulations becoming ever more complex, the company needed a strong partner to help them meet those demands.

Solution

CBTS developed a fully managed production and disaster recovery solution that allowed the company to offload its data center workloads. In addition, the company avoided a large Cap-X expense for new data center equipment, while also streamlining and standardizing its IT environment for smoother IT processes during acquisitions.

CBTS and the company established an outcome-driven service level agreement guaranteeing the delivery of four key objectives:

VMware assessment: CBTS performed a baseline assessment to establish the company's VMware cloud footprint and developed a processes that are documented and repeatable.

Secondary failover for disaster recovery at a remote location: The CBTS managed disaster recovery program documented the environment, mapped the recovery process and provides regular managed tests to ensure users can get to the applications they need, even if they're in disaster recovery mode.

Robust testing: CBTS agreed to take over non-production tasks like testing, development and staging.

Better security/compliance: CBTS expertise and experience in cyber security and regulatory compliance helps the company protect patient data and adhere to all privacy laws.

Results

Getting out of the data center business helps the company do more of what it does best: improving the lives of its residents. In addition, the company's IT staff now has the bandwidth to more easily coordinate IT processes during acquisitions.

A comprehensive managed disaster recovery program ensures the company's residents' vital data remains secure and key healthcare operations stay up and running in the event of a critical incident. And with an outcome-based commitment from CBTS, the company can rest assured that the services handed off to CBTS will be delivered as promised.