



CASE STUDY

Enhanced Cloud Strategy For Healthcare

This healthcare nonprofit is the largest local provider of behavioral health and crisis intervention services in their county, serving approximately 7,500 people annually. They had multiple locations and were considering buying a local hospital when they engaged CloudFirst for direction in better securing patient data.



Challenges Of IT For Healthcare Nonprofit

- ▲ The IT department's staff shortage was adversely affecting patient care and daily operations, hampering the company's expansion ambitions.
- ▲ Increased response times from multiple previous MSPs were exacerbating downtime issues, prompting a desire to streamline operations under one provider for greater efficiency.
- ▲ Executives were pushing for a transition from a reactive to a proactive IT approach.
- ▲ With capital earmarked for growth initiatives before the fiscal year's end, a customized and comprehensive solution was crucial.
- ▲ The company sought to enhance its security posture by adopting desktop as a service, aiming to standardize end-user management, simplify operations, and extend device lifecycles without significant financial strain.



How CloudFirst Delivered

- ▲ **Partnership:** CloudFirst partnered with the customer's IT team to offload the daily maintenance and feeding tasks of critical IT systems, giving them the freedom to focus on their clients.
- ▲ **Comprehensive Solution:** CloudFirst was their "one-stop shop" for all VMWare, Windows, and Veeam licensing as well as their infrastructure, software, security, and managed cloud services.
- ▲ **Enhanced Support:** The saw improved uptime with new architecture, reinforced by 24/7/365 live support from CloudFirst.
- ▲ **Improved Performance:** Standardized desktop deployments reduced trouble ticket load and improved cloud security posture management.

Impact Of Cloud Solution For Healthcare

- ▲ They were able to invest in their 2024 plan by utilizing 2023 budgets to achieve a full cloud migration and tech refresh.
- ▲ The company freed up capital by moving to an OpEx model for infrastructure, software, and security.
- ▲ CloudFirst conducted a near-zero downtime migration from physical hardware to the cloud, modernizing their environment.
- ▲ The company improved their compliance profile by consolidating their EDR and MDR solutions into one.

- ▲ They now have a more flexible and scalable solution where costs are contained and predictable.
- ▲ With CloudFirst managing their technology stack, their internal IT department can now focus on future-facing business initiatives like a new website and patient projects.

Solutions

- ▲ CloudFirst Managed Private Cloud
- ▲ Managed Data Protection
- ▲ M365 Backup-as-a-Service
- ▲ MDR/XDR

Contact us today: cloudfirst.host/contact-us

Find more information on our solutions: cloudfirst.host/solutions