

World Class Fertility Treatment Center Selects an IT Partner with Healthcare Expertise to Transform Their Outdated Technology into a Cloud First State-of-the-Art Infrastructure.

CASE STUDY



VERTICAL

Healthcare

SERVICES

- ◆ Azure Cloud
- ◆ Desktop as a Service (DaaS)
- ◆ Cybersecurity
- ◆ Compliance
- ◆ Client Portal, powered by ServiceNow

CHALLENGE

The Fertility Treatment Center is one of the largest providers of advanced fertility treatments in the United States. Their existing Hosted Citrix solution and existing Hosting Provider were not meeting the desired goals for performance, reliability and feature set that their business applications required. The Fertility Clinic's management team wanted an experienced NextGen managed services partner with Healthcare expertise to guide in this transformation project. It was also critical to meet their budget and provide a true 24x7 support as an extension of their small internal IT team.

SOLUTION

Thrive's solution to address their aggressive business growth goals and desire for a modern, scalable technology infrastructure, was an Azure Cloud compute environment delivering virtualized desktops and applications to all the Treatment Center's locations. Thrive's team setup and configured Azure Live scale features which ensured that the compute environment was right-sized for real-time demand's and not over-provisioned, keeping costs within budget. The solution included comprehensive security and met all healthcare compliance requirements. To help manage it all, the Fertility Clinic's internal IT team utilized Thrive's Cloud-based client portal, powered by ServiceNow, to improve the user experience by delivering faster resolution, a real-time view of their application performance and a better route for technology support requests from their end users.

RESULT

Thrive's NextGen Cloud solution has positioned the Fertility Clinic for scalable growth with a user-friendly interface that addresses all the pain points the clinic had experienced with its previous MSP. The high-performance solution has seamless integration with Office 365, resulting in increased productivity and improved user experience for their entire team. If issues ever arise, Thrive's 24x7 support is accessed quickly through the ServiceNow portal.

How can Thrive help your business?

Thrive is a leading provider of outsourced IT Infrastructure designed to drive business outcomes by helping you get the most out of your IT.

To learn more about our services, contact us at 866.205.2810 or info@thrivenetworks.com

