

STAYING IN GOOD HEALTH WITH SMART INFRASTRUCTURE

Wipro helped one of the largest non-profit healthcare providers in the US reduce their IT infrastructure spend by about 25% by implementing an integrated Infrastructure Managed Service.



INDUSTRY LANDSCAPE

The US healthcare industry has been going through an evolution as the Affordable Care Act (ACA) necessitates considerable shifts in IT infrastructure. It requires greater use of information technology in healthcare to foster efficiencies, increased accuracy in data reporting, and improved outcomes of clinical studies. Delivering high-quality clinical care will be impossible without the support of strategic, integrated, and agile IT systems.

THE OPPORTUNITY

The client was looking for an infrastructure partner that could meet their objectives of reducing cost which was a growing concern due to changing healthcare trends, as well as help bring in best practices and standards. There was an immediate need to upgrade the technology that affected the core business of 93 hospitals and multiple users across geographies. The client's technology landscape was disparate, having multiple and, in some instances, outdated versions and complex organization structures. It wanted to implement a solution that consolidated and standardized IT services across regions as resolving the problem was becoming more time consuming and costs to maintain quality services were escalating.

CLIENT BACKGROUND

The client is one of the top US-based non-profit healthcare providers. The faith-based system has operations in 18 states and has 83,000 employees. It operates 93 hospitals, including four academic health centers, teaching hospitals, and 24 critical-access facilities. It also has two community health service organizations, two accredited nursing colleges, and home health agencies.

“ Wipro successfully addressed the client's needs by integrating seven new acquisitions with a standard M&A process. We provided an integrated 24X7 service desk and helped reduce physician access provisioning to 2 days from 12 days. With our years of experience in providing infrastructure services, we became an integral part of the client's success. ”

**Mohd. Haque – Vice President and Head,
Wipro Healthcare**

SOLUTION

Wipro provided end-to-end IT infrastructure Managed Services and Security Services, thereby standardizing delivery services. By moving to an Integrated Service Management model for its IT operations, the client was able to gain complete visibility and control of the processes. Process automation also helped in inferring real-time information and delivery of high-quality, uninterrupted patient care within budget and with limited resources.

The integrated solution we offered includes:

- End-User Computing, Service Desk, Network & Data Center Services
- End-to-end Security Services, including Identity Access Management, Enterprise Security, and Disaster Recovery
- Redesigning the system with expanded use of automation and virtualization

BUSINESS IMPACT

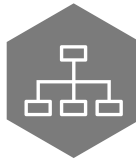
→ Reduced the revenue gap of **\$2 billion**

→ Reduced by **50% Mean Time to Repair (MTTR)**

→ Reduced **IT infrastructure** spend by about **25%**

→ Saved **more than \$50 million** over a period of five years

SALIENT FEATURES of Wipro's Infrastructure Managed Services and Security Services were:



Instrumented: Real-time server, network, and application information along with configuration and asset information were automatically collected and fed into service models



Interconnected: Data from 2000 servers, 100,000 network devices, 500 database instances, and 100,000 telecom circuits were monitored, showing the health of services



Intelligent: Ability to identify trends based on the number and severity of problems for each asset class helped the IT staff predict and prevent service-impacting problems

About Wipro Ltd.

Wipro Ltd. (NYSE:WIT) is a leading Information Technology, Consulting and Business Process Services company that delivers solutions to enable its clients do business better. Wipro delivers winning business outcomes through its deep industry experience and a 360 degree view of "Business through Technology" - helping clients create successful and adaptive businesses. A company recognized globally for its comprehensive portfolio of services, a practitioner's approach to delivering innovation, and an organization wide commitment to sustainability, Wipro has a workforce of over 150,000, serving clients in 175+ cities across 6 continents.

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