

softwareONE



 NORTHWEST
Kidney Centers

NORTHWEST KIDNEY CENTERS CASE STUDY



The Solution

Northwest Kidney Centers move to a hybrid cloud-first model was all about resources and expertise. They wanted internal staff focused on excellence in patient care. For cloud, technical, and ongoing support, they looked to outside resources. For example, beyond core Azure benefits, they valued Microsoft security expertise and advanced threat protection. Also, while the responsibility for managing HIPAA privacy rules remained internal, they could take advantage of Azure support for HIPAA compliance, including all the necessary safeguards documented to ensure HIPAA requirements are satisfied.

SoftwareONE had already been providing support and consulting expertise to manage software licensing for Northwest Kidney Centers. They helped sort through Microsoft license complexities to achieve the right mix and regularly advised on adjustments to match staff requirements. Extending this relationship to incorporate more sophisticated cloud managed services was a comfortable evolution.

Northwest Kidney Centers chose SoftwareONE's Managed Cloud Services to gain sustained access to experienced people who understand cloud process and technology. They faced complex challenges. They wanted to have the support to position appropriate resources and tools that would assure decreased costs and business risks while realizing the full potential benefits of cloud to their organization. Turning to SoftwareONE's Managed Cloud Services provided a strategic alternative.

While the objective was to modernize operations and realize the full benefits of the cloud, Voorhies wanted to deal with known resources. "We have individuals we talk with regularly," said Voorhies. "Knowing we can rely on people familiar with our environment and our business objectives is important. And, when you have a critical event, you don't want to be searching for help. That's why we find the resources that SoftwareONE provides so valuable. They have the expertise. They know us, and they have the advantage of a strong Microsoft relationship they can leverage to get the job done."

One example Voorhies offered was how some issues were discovered in their server environments during the initial audit, in part because there had been no standardized build process. SoftwareONE methodically evaluated how each server would be used in Azure and carefully created and documented a reusable recipe to create and manage servers for that purpose. The standardized process now helps in tracking and quickly addressing potential vulnerabilities.

"Not only has SoftwareONE delivered substantial benefits in the depth and breadth of capabilities and expertise, but also at a lower total cost of ownership."

Andy Voorhies, IT Manager Northwest Kidney Centers

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Benefits and Outcomes

- 01** Avoiding the need for 2-3 additional staff positions
- 02** Reduced infrastructure and operational expenses
- 03** Substantial time savings for IT staff through simplified operations management
- 04** Established a flexible, reliable and expandable cloud-first model
- 05** Optimized security and simplified HIPAA compliance with Azure
- 06** Continuing to grow a trusted strategic partnership