



Data Center Consolidation BridgeView Partners

February 2022



PROJECT: Data Center Consolidation

COMPANY SIZE: 15,000+

COMPANY INDUSTRY: Healthcare Technology

CUSTOMER SINCE (OR YEAR OF PROJECT): 2017

CLIENT

A large healthcare technology company that focuses on insights and data transfer between providers, payers, and consumers operating within 89 national and international locations with more than 15,000 employees. Their health information network has reached over 700,000 providers, 5,000 hospitals, and 60,000 pharmacies.

SCOPE

The client had accumulated a total of 8 different data center sites. The 8 data centers were a combination of legacy and vendor-hosted nodes that resulted in 5 distinct system architectures, each requiring its own IT management structure and approach. IT Infrastructure leadership grew concerned about the department's abilities to support the business with this collective architecture. Client hired BridgeView Partners ("BridgeView") to develop a strategy for and help execute the best possible consolidation of data center locations

OPPORTUNITIES

- Conducted interviews with the Client's CIO, IT Infrastructure leadership and a cross-section of business users to listen for and understand current business needs, service-level agreements (SLAs), frustrations and risks
- Developed a comprehensive data center consolidation strategy based on an evaluation of each of the eight existing data center sites, infrastructure-as-a-service (IaaS) principles, a business impact analysis, a 3-year "roadmap" plan and other experience-based insights
- Designed and helped implement a next-generation hybrid data center architecture consisting of two sites:
 - Private cloud on the U.S. East Coast which would host all Production environments
 - Amazon Web Services (AWS) hyper-cloud on the West Coast for disaster recovery
- Helped the Client institute lower-cost "Dev Ops" tools and processes through which IT Infrastructure technicians could better-serve stakeholders by creating virtual environments, applying security patches, and performing other data center service tasks all from a single administrative console
- Managed the project to tight timeframes driven by impending facility closure and vendor agreement expirations

RECCOMENDATIONS/ ACHIEVEMENTS

- Full self-service capabilities exist including process automation workflow helps IT Infrastructure technicians get more tasks done correctly in less time
- Server deployments now take technicians only 10 minutes to complete as opposed to several days; similar improvements observed for other everyday tasks
- Improved security and true disaster recovery capabilities as the result of a significantly reduced data center footprint
- Expense-based cost model is a more optimal total cost of ownership and is aligned better with customer demand and current business conditions
- Elimination of hardware and software licensing spend minimizes capital expenditure (CAPEX)
- Bottom line: IT Infrastructure team now spends much more time serving the business, completing value-added projects, and meeting SLAs rather than “fighting fires”