



TRILLIUM

SUCCESS STORY:

Healthcare Hospital Group

Engagement: Providing Solution Clarity and Alignment for Disaster Recovery

Trillium Helps Hospital Group Clarify and Acquire Disaster Recovery Solution

Trillium was contacted by a hospital group for assistance with the requirements and selection of a disaster recovery (DR) solution. Because of significant factors relating to medical records, privacy, and security, as well as cognizance of cost, the client wanted to ensure that they were making the correct choice DR solution.

Challenge: *The Client was looking to acquire a DR solution and needed assistance in documenting requirements and risks to find the best-fitting and most cost-effective solution*

The client originally began its search for a DR solution by contacting vendors, and was being presented with numerous disparate and very costly solutions without first understanding the requirements. In addition, the client's staff didn't have a clear, common understanding of either their existing capabilities or the desired end state relative to DR. Adding to the client's confusion with the presented solutions, they did not understand business risk factors to make a good choice for a DR path forward.

Our Client *A Hospital Group*

The Challenge

The client's search for a Disaster Recovery (DR) solution was hampered by a lack of a structured approach and understanding of its requirements.

How Trillium Solved It

Trillium assessed the current state, documented requirements, and analyzed and scored potential solutions against the requirements to determine a DR solution.

Results

A tiered DR solution cut costs by 42%

Technology sprawl was remediated with a reduction in servers and attendant licensing cost reductions

The client's critical staff skill gaps were remediated with the DR deal

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In addition, there were other factors that needed to be taken into consideration relative to the selection of a DR solution, such as:

- Unique emergency medical system requirements
- Gaps in Healthcare Insurance Portability and Accountability Act (HIPAA) security requirements
- Technology sprawl within the client's IT organization due to uncontrolled growth, needed to be documented and controlled
- A reasonable number of qualified DR vendors needed to be considered based on documented requirements using a systematic system selection approach vs. the current haphazard selection approach that yielded numerous vendors presenting completely different solutions

Client Management determined they needed to take a step back and document DR system requirements and capabilities prior to selecting a DR vendor.

Trillium Solution: *A systematic approach to understanding the current technology landscape, gathering requirements, and analyzing and scoring potential solutions against requirements*

The Client engaged Trillium to bring rigor to the DR selection process. We used our structured system selection approach to provide clarity and alignment to the selection process. The process included the following activities:

- Documenting the current state of technology and aligning understanding within the client's organization

- Gathering and documenting business, technical, security, and product requirements for a DR solution inclusive of the necessary medical and HIPAA security challenges
- Analyzing and scoring potential solutions against the documented requirements to determine the best approach to DR

The activities and analysis of the structured approach allowed the client to select the best, most cost-effective solution to DR, as well as to better organize its technology infrastructure and services.

Results: *A DR solution approach matched to the client's actual requirements, as well as positive changes to its technology sprawl*

Trillium's client was greatly helped by the selection approach to its DR system. Not only did the client get a DR system, there were several other positive outcomes impacting their technology landscape. They include the following:

- The selected DR solution was tiered, which resulted in a cost reduction of 42%
- Due to the current state assessment, technology sprawl was remediated with a 30% reduction in servers
- Server reduction resulted in licensing cost reductions of 25%
- The DR outsourcing deal was able to help to remediate critical technology skill gaps in the organization

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About Trillium

Trillium Solutions Group, Inc. is a professional services firm headquartered in Chicago that provides technology consulting and strategic sourcing services for industries such as trade associations, financial services, telecommunications, and healthcare. For more information, please visit www.trilliumsg.com.