

Active Directory Migration and 24/7 Help Desk

Zones' support services saved a prominent regional hospital over \$2 million.

An east-coast American hospital was feeling the effect of the COVID-19 pandemic more than many. They were forced to downsize a large portion of their staff, which made keeping up with patient demands during the pandemic a severe challenge. Not only that, but staff cuts in their IT department left the client vulnerable to security breaches, which were a serious threat due to the nature of the data they handled.

The client reached out to Zones to assist with their resource woes, and Zones saw that an Active Directory migration and Help Desk assistance would solve many of the challenges faced. By leveraging Microsoft Fast Track, Zones was able to perform the Active Directory migration quickly and under budget, which helped secure and simplify the client's environment sooner than anticipated. Zones also set up a brand-new Help Desk to alleviate the pressure on the client's understaffed IT resources; it was an after-hours solution at first, but the client has since moved to full 24/7 coverage.

Zones' solutions have thus far proven to be a resounding success: The client estimates that Zones' solutions have saved them over \$2 million in the past year, including \$800,000 from Active Directory alone.



CHALLENGE

- The client was going through a period of major downsizing.
- Reduced IT staff made the threat of security breaches significant.
- The IT team didn't have the resources to provide desperately needed after-hours support.



SOLUTION

- Zones performed two Active Directory migrations to simplify end-user management and enhance security.
- Zones utilized Microsoft Fast Track to perform the migrations quickly and under budget.
- An after-hours Help Desk provided support where the IT team could not.



RESULTS

- The client estimates savings of over \$2 million in the past year, thanks to migration and support services.
- Active Directory helps the client maintain their security posture even with reduced staff.
- Microsoft Fast Track saved the client \$100,000 and reduced downtime.
- The client upgraded to a 24/7 Help Desk for full an time support.

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THE CHALLENGE

The client is a regional hospital with around 2,000 employees. The COVID-19 pandemic forced them to downsize their staff while patient demand and expectations rose exponentially, which led to the remaining team members feeling stressed and overwhelmed.

The client's IT team was especially affected by the downsizing and struggled to provide the support their patients and staff needed. Worse, the understaffed IT team revealed serious gaps in the client's security posture, which bad actors could exploit. Due to the delicate nature of patient data, this was unacceptable. The client had to find a solution to take the pressure off their understaffed resources and close security gaps as quickly as possible.

THE SOLUTION

After a thorough review of the equipment model and service need, Zones determined that moving the client's workloads to newly built Active Directory databases would solve their challenges. To this end, Zones utilized Microsoft Fast Track to perform two Active Directory migrations, which ensured that the client's data would still be accessible when needed and reduced downtime as much as possible. This was critical due to the nature of the client's data and a major stumbling block to previous attempts at database modernization.

Once the client was set up with Active Directory, Zones attempted to answer their staffing support challenges. Zones suggested their 24/7 Help Desk services alleviate support calls to the client's IT team, but the client was not ready to rely on Zones for all of their support needs. The client and Zones agreed to an after-hours Help Desk since that's where the client needed the most help, with plans to re-evaluate in the future.

THE RESULTS

By partnering with Zones, not only has the client solved many of their staffing and security issues - they have also enjoyed substantial cost savings. The client estimates that in the year since Zones' services began, they have saved an approximate \$2 million, with \$800,000 of that savings tied to the Active Directory migration. In addition, Zones' Help Desk services have proved so effective that the client has since upgraded to a full 24/7 managed service desk.



\$2 million in cost savings over the past year



2 Active Directory migrations saved over \$800,000



24/7 Help Desk provides anytime support



The pandemic hit us hard, and we were struggling with staffing and security issues more than we'd care to admit. When Zones told us they could solve our issues at a fraction of the cost of other solutions providers, I admit I was skeptical, but the numbers speak for themselves. I look forward to Zones helping us with our IT needs in the future."

IT Director,
Regional American Hospital



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