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CUSTOMER CASE STUDY:
ENTERPRISE HEALTHCARE SERVICES PROVIDER

CLOUD MANAGEMENT AS A SERVICE (CMaaS):
INFRASTRUCTURE OPERATIONS

The client was concerned that time-consuming systems upkeep would hamper the goals of both IT and the organization itself.

Customer Profile

GreenPages' client, an Enterprise Healthcare Services Provider, serves more than 11 million people across 25 states to fill treatment gaps with behavioral health diagnoses. The organization employs industry-leading behavioral health experts managed and advised by nationally recognized medical, behavioral, human services, and pharmacy clinicians. Its programs seamlessly integrate with its clients' existing medical and disease management programs and have been proven to lower the total cost of care while measurably improving patient outcomes.

GreenPages set up the CMaaS platform in the organization's environment in less than 45 days to handle more than 550 devices.

Challenge

Due to geographical expansion and new, enhanced member services, the organization was experiencing rapid business and technological growth. IT staff needed to maintain focus on innovation and engineering in order to drive business value and deliver high levels of client experience. As with many IT organizations, balancing that focus with never-ending responsibilities to maintain and manage IT infrastructure can create conflicting priorities. The organization was concerned that time-consuming troubleshooting and systems upkeep would hamper the goals of both IT and the organization itself.

Solution

GreenPages' Cloud Management as a Service (CMaaS) Infrastructure Operations at the Monitor Plus level to handle more than 550 of the organization's devices. CMaaS features include infrastructure monitoring, patching, triage, and standard remediation services, with more severe issues forwarded to the organization's internal IT team to handle.

CMaaS Implementation

GreenPages set up the CMaaS platform in the organization's environment in less than 45 days. In comparison, to build a comparable in-house solution could take 6 months to a year and require substantial investment in on-prem technologies and a tools management team.
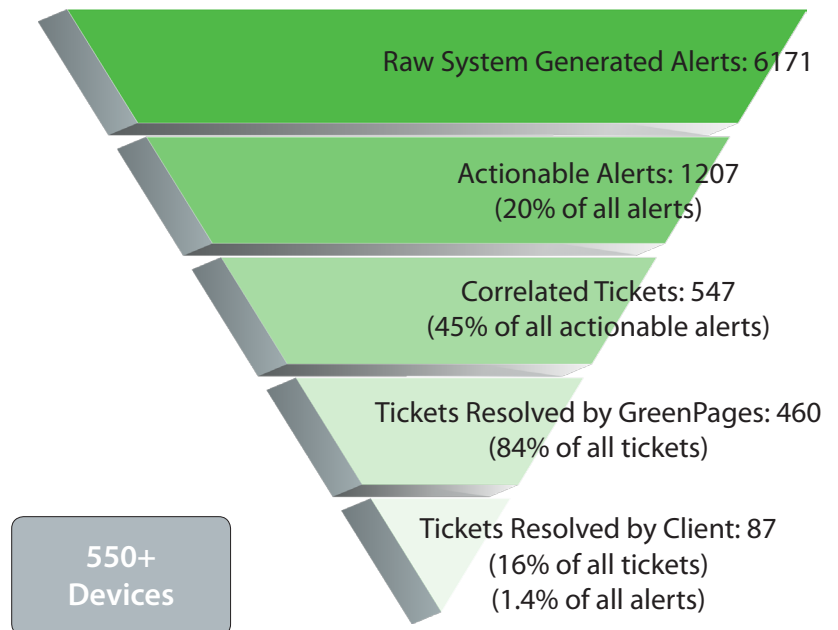
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Industry Averages

» The average monitor-triggered event takes approximately 3 minutes to validate.

↗ Some events self-heal, some are false positives, others are expected like a CPU race condition during a backup window.

» For actionable events, the average correlation and notification process takes 12 minutes.

↗ The objective in the first 15 minutes is to separate the signal from the noise, determine what is actionable, create tickets for actionable events, and notify appropriate parties.

» Level 1 and 2 events take an average of 2 hours to resolve and update ticketing information.

» Level 3 can take 4 hours or more to resolve, document, and run root-cause analysis on. Major issues will of course take much more time than 4 hours.

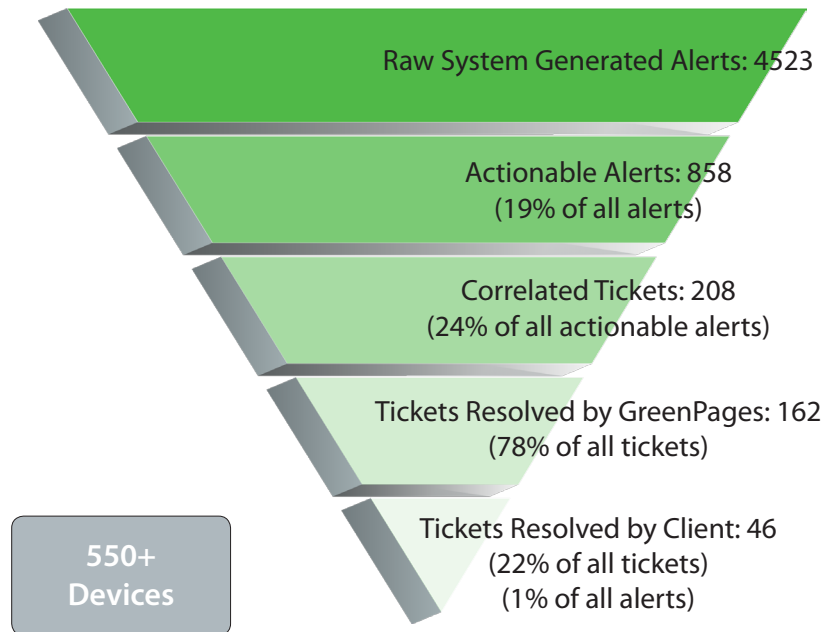*After just three months on CMaaS, the organization was already 40% more efficient.*

Months 1 – 3 of CMaaS

Priorities included process and system documentation improvement and escalation mapping. After three months of operating on CMaaS, the organization was already 40% more efficient and able to redeploy that focus on strategically important initiatives.

Raw System Generated Alerts: 6171

Actionable Alerts: 1207
(20% of all alerts)

Correlated Tickets: 547
(45% of all actionable alerts)

Tickets Resolved by GreenPages: 460
(84% of all tickets)

Tickets Resolved by Client: 87
(16% of all tickets)
(1.4% of all alerts)

550+
Devices

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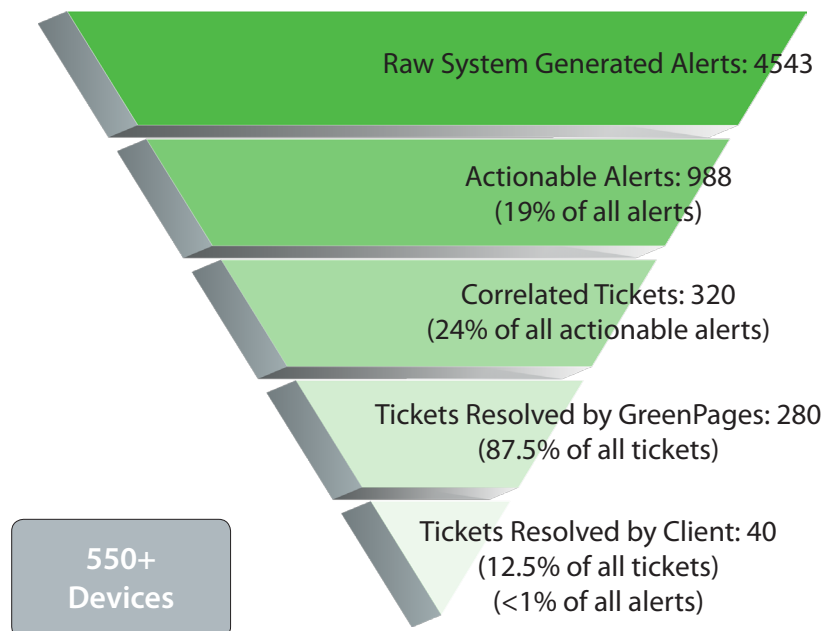Digital. Cloud. Security.

Months 4 – 6 of CMaaS

Priorities included event filtering and tuning, ultimately focusing on intelligent capacity management strategies and expanding and automating SOPs to reduce the number of escalations to the organization for all Level 2 issues.

Raw System Generated Alerts: 4523

Actionable Alerts: 858
(19% of all alerts)

Correlated Tickets: 208
(24% of all actionable alerts)

Tickets Resolved by GreenPages: 162
(78% of all tickets)

Tickets Resolved by Client: 46
(22% of all tickets)
(1% of all alerts)

550+
Devices

After seven months on CMaaS, the organization was 50% more efficient.

Month 7 of CMaaS

GreenPages handles more than 85% of system generated activity behind the scenes, effectively cutting the organization's IT operational time by 50%.

Raw System Generated Alerts: 4543

Actionable Alerts: 988
(19% of all alerts)

Correlated Tickets: 320
(24% of all actionable alerts)

Tickets Resolved by GreenPages: 280
(87.5% of all tickets)

Tickets Resolved by Client: 40
(12.5% of all tickets)
(<1% of all alerts)

550+
Devices

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CMaaS Operational Snapshot (Hours)

	Event Validation	Correlation & Notification	Issue Resolution Level 2	Issue Resolution Level 3
Month 1 – 3	309	221	905	457
Month 4 – 6	226	157	319	242
Month 7	227	181	551	210

Successful Results

The organization's IT team can now focus on growing the business, not maintaining its infrastructure operations platform.

» High velocity onboarding complete in 4 weeks, with tuning and documentation enhancement over 90 days

» Steady reduction of escalations to the organization's Level 3 engineering

» Improved escalation and visibility during issues

» Robust ticket handling metrics to measure success

» Accurate reporting to measure ROI and validate financial investment

» Improved Level 3 focus on high-value activities such as innovation, application evaluation, deployments, office location expansions, and new customer onboarding

» Improvements to both end user and customer service, responsiveness, and issue resolution

After seven months on CMaaS, the organization experienced a steady reduction of Level 3 escalations—from 457 to 210.

Additional Benefits of CMaaS

Successful Results

By using GreenPages' CMaaS solution rather than operating a Network Operations Center themselves, the organization saved money on labor, equipment, and systems to physically set it up; time and resources on testing and auditing protocols; time hiring, training, and/or achieving necessary certifications; and implementing the leadership necessary for staffing. In enterprise-scale environments, this could cost hundreds of thousands (even 1M) plus run-time management costs.

Technical Account Management (TAM)

GreenPages provides the organization with an experienced TAM who focuses on the unique needs of the client's IT environment and business goals, delivers monthly service delivery reports, makes fact-based recommendations, and works closely with the organization's IT team to ensure any issues are handled successfully.

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Mature Delivery Model

GreenPages has been in the Managed IT Services business for more than 20 years, enabling us to provide the most efficient platform, processes, and mature delivery model possible to our Managed Services customers.

SOC 2 Certification Controls

GreenPages is SOC 2 accredited. This means we have the required controls and policies in place to ensure the strictest security and confidentiality. SOC 2 certification is mandatory for financial institutions, hosting companies, publicly traded companies, etc. and is a testament to GreenPages' commitment to operational excellence.

About GreenPages Technology Solutions

GreenPages is an innovative, digital-first IT and cybersecurity firm that plans, implements, and manages secure, high-performance digital operating environments for leading companies nationwide. It is uniquely positioned with extensive technology expertise in security and cloud to deliver complete infrastructure solutions that enable companies to drive business outcomes and compete in the digitally-driven economy.