



EQUINOX IT

## Project write-up

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# Trusted partnership enables secure and reliable cloud services management

### Background

New Zealand has a growing and aging population and this together with public health threats such as COVID-19 mean that the health industry is rapidly changing.

The future of healthcare is digital and there is an ongoing need to improve all types of health outcomes, using the latest technologies, such as cloud.

### Problem

One healthcare organisation is creating innovative, cloud-based solutions to improve the use of health information for better patient care. These solutions need to be secure and reliable to deliver quality frontline healthcare 24x7.

Delivering enterprise-grade, secure and robust solutions on cloud platforms requires specialist capability. But it is also an opportunity to re-think the way that technology is delivered and setup a framework for future growth.

Image: Photo by [Ibrahim Boran](#) on [Unsplash](#)

## Work

The healthcare organisation worked with Equinox IT for specialist cloud expertise to build their Cloud Foundations platform using Microsoft Azure. The two organisations worked together to:

- **Understand enterprise needs** – using workshops with technical and business stakeholders to explore security, performance, reliability and operational management
- **Design the Microsoft Azure platform** – to the architecture and security teams' exacting standards
- **Architect, build and deliver the cloud environment** – for an integrated operational solution, providing key insights not previously available
- **Automate deployment using Azure DevOps** – enabling rapid delivery of new features
- **Train team members** – in cloud and DevOps practices and tools.

Equinox IT is now a key partner, supporting the 24x7 operational management of Microsoft Azure and Amazon Web Services (AWS) cloud platforms. As new cloud services come online, the company provides ongoing expert advice and consultancy to ensure successful delivery. The cloud managed services include:

- **24x7 operational management** – for Azure and AWS
- **Service desk** – with specialist on-call engineers and architects
- **Specialist cloud experts** – working as part of the organisation's support team
- **Incident management and alert response** – troubleshooting and solving problems as they arise
- **Pro-active Maintenance** – ensuring uptime, availability and cost management
- **Service delivery management** – including knowledge management.

## Outcome

The healthcare organisation now has a scalable, secure and reliable cloud platform in Microsoft Azure and AWS to support ongoing innovation. The outcomes include:

- **Reliable, secure and highly available cloud infrastructure** – built to the organisation's standards and to best practices for both Microsoft Azure, Microsoft 365 and AWS.
- **Improved agility and a platform for innovation** – including the rapid creation of the environment to manage key applications and facilities in response to COVID-19.
- **Confidence to adopt more cloud services** – backed by a trusted partner providing 24x7 support while also complementing, training and coaching the support teams on new technologies
- **Cloud-based operational solution recognised** – seen as a leading innovation by other healthcare professionals in Australasia.

## Get in touch

Find out how we can help you better manage your business and innovation with cloud. Talk to us today!