



# RELIANT MEDICAL GROUP CASE STUDY

## SUMMARY

With 25 locations throughout central Massachusetts and a full range of primary care and clinical services, Reliant Medical Group is recognized as a progressive healthcare organization. When a strategic acquisition immediately grew their storage needs by 50%, Reliant called Daymark who successfully completed a system redesign and implementation in 15 days, doubling Reliant's backup capability while significantly reducing their average cost per TB.

## CUSTOMER OVERVIEW

Reliant Medical Group is the largest independent medical group in central Massachusetts. A strategic acquisition resulted in a sudden influx of 25TB of new data, increasing their backups by more than 50%. They were concerned with ensuring all backup, retention and redeployment of data was executed within HIPAA

guidelines but equally important, the entire process needed to be done quickly to guarantee no vital patient records were lost or services interrupted.

## ASSESSING THE CLIENT ENVIRONMENT

Reliant needed to ensure complete data protection, rapid implementation and zero loss of data during the migration. Daymark's initial evaluation of Reliant's existing and newly acquired IT infrastructure confirmed that the integration effort would require blending multiple incompatible technologies into an optimized unified architecture. This meant that a wide range of technologies from different vendors needed to be migrated in a manner that ensured absolutely no data loss once the disparate systems were consolidated.

## KEY BENEFITS

- Seamlessly accommodated sudden influx of 25TB of data
- Consolidated multiple incompatible technologies into an optimized unified storage architecture
- Migrated all legacy data with no data loss
- Doubled backup capacity while reducing overall backup costs
- Completed project in 15 days - on time and on budget
- Maintained integrity of all patient data and ensured HIPAA compliance
- Architected a system ready to accommodate future storage needs



As with all clients, a keen eye needed to be cast on how this rapid deployment could most cost-effectively be executed since the acquisition itself required a significant financial investment.

## CLARIFYING THE CLIENT ISSUES

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## CLIENT VALUE

The transition plan required multiple Daymark consultants who had deep expertise in both Reliant's existing backup & recovery solutions as well as those of the acquired company. The unique and senior skill set of Daymark's professional services team met Reliant's rapid deployment requirements, while reducing costs and implementation time as the team efficiently built a single project plan for both infrastructures.

Daymark's focus on compliance, cost control and speed of execution was only superseded by the very clear message from the client that the integrity of patient records was the number one priority.



## RESULTS

The Daymark and Reliant team worked diligently to ensure the entire crossover was handled in less than 15 days. Integrity of patient records was successfully maintained across both systems and the entire project came in under budget.

While the immediate task at hand was critical, Daymark also helped guide Reliant to take a longer term, strategic approach at their backup and recovery environment. By working closely with the Reliant IT management team, all immediate objectives were met, and the new solution doubled Reliant's backup capacity while significantly reducing their average cost per TB, making the new architecture ready to easily accommodate future storage needs.

## THE DAYMARK DIFFERENCE

We take the complexity out of your IT infrastructure. Daymark architects and implements data center infrastructure, data protection, virtualization, managed services and cloud services for businesses throughout New England. We provide deep technical knowledge, extensive experience and proven methodologies that help our clients make strategic decisions, streamline the acquisition process and successfully implement cost-effective data management infrastructure solutions.

INFRASTRUCTURE | DATA PROTECTION | VIRTUALIZATION | CLOUD & MANAGED SERVICES

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