

The logo for CNS, featuring the letters 'CNS' in a bold, white, sans-serif font, followed by a stylized orange and white eye icon.The logo for Auckland Eye, featuring a stylized white eye icon with a white pupil and a white iris, followed by the text 'AUCKLANDEYE' in a white, sans-serif font.

**As a centre of excellence
for eye care and treatment,
Auckland Eye needed an IT
system that matched the
brilliance of its specialists**

Auckland Eye changes people's lives every day by providing leading edge vision correction, eye surgery and eye health services. Their IT system is the glue that holds the practice together.

As New Zealand's leading ophthalmic group, Auckland Eye offers an unsurpassed range of procedures and treatments to help Kiwis see well and keep their eyes healthy.

The group employs close to 20 eye doctors at 10 locations throughout Auckland and Northland. Almost everyone knows someone who's experienced **the life-changing benefits of laser eye surgery, the service that built Auckland Eye's impeccable reputation.**

Behind the scenes at Auckland Eye is an IT system that captures and stores patient data and tests, supports specialised equipment, provides management reports, enables billing and administration, stores resources and fights off cyber-attacks. When there's an IT glitch, the whole practice suffers.

To fortify their IT system, in 2021 Auckland Eye switched to CNS for managed IT services. Our role was to assist Nick Richardson, Auckland Eye's IT manager, with upgrades to improve security, asset management, reliability and day-to-day performance of the IT system.

Industry conference meeting sowed the seeds for a trusted partnership

Nick Richardson first encountered CNS at the HiNZ (Health Informatics New Zealand) conference in 2019. At this meeting, CNS founder Boris Wilkitzki walked Nick through CNS's offering around performance management and cybersecurity.

While Auckland Eye already had a provider for managed IT services, Nick kept in touch with Boris following the conference. In 2021, after a series of IT issues, CNS replaced the incumbent supplier.

Quick solutions to improve performance, security and reliability

Boris and the CNS team identified Auckland Eye's most pressing IT vulnerabilities. The first was an unsatisfactory level of monitoring, so there was no ongoing surveillance of licenses, usage, user activity, assets on the network, attempted security breaches, backup management, patching and updates.

The other big problem at Auckland Eye was a lack of evidence-driven root cause analysis for major IT issues, which meant issues couldn't be understood and then resolved correctly.



To address these challenges, CNS implemented four services:

- Livemapz – a CNS proprietary solution for real-time performance management and monitoring
- Live Assets - an Asset Panda solution for effective management of every IT asset at Auckland Eye
- 24/7 managed risk detection and incident response
- Comprehensive automated reporting for management

CNS was able to implement these solutions within a week of installing proprietary toolsets, complete with clear dashboards and metrics. We also provided analysis expertise to allow Auckland Eye's IT team to fully understand what was happening on their network, so they had a clear view of how to address issues.

A stand-out achievement for this initial stage of work was the rapid installation of a complex monitoring solution for all network devices. More than 700 sensors were installed and operational within 48 hours, providing the foundation for a fully secure network detection and response solution.

“The CNS team installed the detection system in record time and fitted in around our hours, to ensure no disruption to our patient services. It was a class act,” said Nick Richardson.

Paving the way for a major IT infrastructure refresh

The next stage of Auckland Eye's IT improvement programme will involve a major refresh for IT infrastructure.

“Based on the learnings gathered from the CNS toolsets, we identified the need for significant changes in infrastructure to improve cyber security,” said Boris Wilkitzki. “What needed to be done became visible, which then enabled us to develop a plan of changes to directly address issues by targeting their root causes.”

Working with CNS has provided Auckland Eye with peace of mind about the security and integrity of their IT systems. Nick Richardson is highly satisfied with results achieved so far, as well as the plan going forward.



“The work done by CNS has eliminated guesswork and unknowns from system monitoring and incident resolution. It exposed the issues and their causes, which empowered our stakeholders to make the best decisions for our IT future.”