Case Study

Konica Minolta Healthcare Americas

Konica Minolta Healthcare America's Transition to a Cloud-Based Solution for Healthcare Providers

Client Profile

Konica Minolta Healthcare Americas (KMHA) is a world-class provider and market leader in medical diagnostic imaging and Healthcare Information Technology (HCIT). Their core HCIT solutions focus on Radiology Information Systems (RIS) and Picture Archiving and Communication Systems (PACS), which are vital for managing radiology workflows, scheduling, and image viewing and storage. These systems ensure seamless operations in hospitals, imaging centers and specialty practices, where any downtime can disrupt critical medical processes such as diagnostics and surgeries.

The Challenge: Greater scalability, reliability, and performance needed for hosted data

KMHA's customers are healthcare providers who need a way to store, manage, and easily access imaging data to provide quality patient care. Initially, the company hosted customer-owned servers in their own data centers, but the demand for scalability, resource optimization, and streamlined services led them to rethink their infrastructure. With a growing need for advanced computing and customer-centric services, KMHA made the decision to transition from hosting to a full-fledged private cloud environment.

> "When I go to sleep at night, I can rest knowing that I've got a great team behind me." - Kevin Chlopecki, COO of HCIT at KMHA

The Solution: A private cloud environment that better serves customers

After vetting different Managed Service Provider (MSP) options, KMHA ultimately chose All Covered because of their reputation for high quality solutions and services. All Covered worked closely with KMHA to tailor and develop a private cloud infrastructure and continues to provide backend support. KMHA sells space in their private cloud to their customers and has simplified their services by offering packages in "T-shirt sizes" - small, medium, large and enterprise - to meet varying healthcare provider needs. This infrastructure has allowed KMHA to rapidly deploy new customers and continuously upgrade resources as these customers grow.

Key Benefits

Scalability and Redundancy: KMHA's cloud platform now manages over 2 petabytes of medical imaging data, processing more than 6 million imaging exams annually. The system ensures efficient handling of massive radiology data sets, providing high availability and quick response times even during peak usage.

Ransomware Protection and Disaster Recovery: KMHA was able to quickly respond to a ransomware attack on one of their largest customers. In the midst of the event, All Covered was able to ensure that data was readily available if needed by directly connecting the customer to their backup data hosted in the KMHA private cloud.

Predictive Services and System Redundancy: All Covered uses predictive tools to proactively address potential issues with any network devices or data storage to better protect KMHA and their customers. If necessary, these tools will auto ship replacement parts while shifting workload to a better functioning system to avoid downtime. Capabilities like this are extremely valuable in healthcare where service continuity is essential for patient care.

Efficient Service Delivery: Thanks to a strong partnership with All Covered for backend support, infrastructure management, and security services, KMHA is able to put more focus on customer-facing tasks.

Results

KMHA has successfully transitioned nearly all of its customers from hosted servers to their private cloud. KMHA's ability to quickly restore services and protect sensitive healthcare data has not only enhanced customer satisfaction but also led to new opportunities for collaboration. With a cloud infrastructure that evolves according to client needs, healthcare providers can count on better security, scalability, and efficiency.

About All Covered

All Covered, a division of Konica Minolta, is a leading provider of managed IT services and solutions for organizations across North America. All Covered leverages decades of collective industry experience, ranging from IT consulting to cybersecurity, to empower businesses with cutting-edge technology solutions. Over the years, they have built a track record of success in delivering robust technology infrastructure solutions that transform the way teams operate.

Get In touch: Request a free consultation today.