

Case Study



IT Infrastructure Operations for a Leading Healthcare Client



Client profile

Client is a private, not-for-profit clinical research center, hospital and graduate medical school located in Duarte, California, United States. Its network of clinical practice locations are throughout Southern California, satellite offices in Monrovia and Irwindale, and regional fundraising offices throughout the United States.





Solution

- Innovation through Platformization™ and reusable components.
- Consolidation of entities to leverage shared services and industry best practices
- Business – IT Alignment with improved strategic and operational governance
- Adoption of the Right-sourcing practices to maximize cost benefits and drive value
- Increased IT efficiency and capabilities where innovation becomes the norm.
- Infinite has implemented various automation and custom self-service solutions which have significantly reduced tickets and phone calls for similar repeated activities.
- “Geo-Tagging” support in larger campuses and geographically spread locations has brought in significant resource optimization and up to 18% savings for our Customers.



Benefits Realized

- Reduced IT infrastructure spend - 22% Lower
- Improved Mean Time to Repair - 50% Improvement
- Savings over 5 years - \$25M savings
- Vendor Consolidation into Managed Services - 20+ Vendors
- Move to mature operating model - Transformation to Managed Services
- Efficient model to lower the TCO - TCO Reduction
- Improved SLAs & Productivity improvement Increased Efficiency
- Data Center, IT Service Desk, Desktop Support & Networks - Strategic Partnership



For more information, please visit www.infinite.com

