

## Company: National Specialty Pharmacy Chain

### Overview / Problem Statement

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An investment capital firm acquired multiple regional specialty pharmacies and needed to consolidate IT services, improve security and compliance, lower their IT operational costs, increase productivity, and move from a CAPX to an OPEX financial model, a solution was developed to meet these objectives.

### Solution

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Over a 6-month period an assessment of every element of IT and application services was performed. The outcome of this was a comprehensive solution to address the company needs and provide the agility and capability to grow the capacity of IT services as needed while achieving the desired cost savings and improving the customer experience.

This solution included migration and consolidation of workload from multiple locations to Microsoft Azure cloud with full HIPAA and HITRUST compliance, integrated management and a full SD-WAN network to all the locations. I created Cloud Reference Architecture documentation, application assessment, current and target state architecture and design documentation, implemented security and compliance management, disaster recovery, migration plan, and ongoing operating model.

### Benefits

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#### Cost Savings

In moving to a managed services IT delivery model, the retailer could operationalize the IT service delivery and reduce the cost by 35% with further reductions planned for future years.

#### Compliance

Utilized the HIPAA and HITRUST compliance blueprints in Microsoft Azure to identify and remediate any non-compliant control objectives. Managed an independent assessment of the compliance posture.

#### Productivity Gains

By operationalizing the IT service delivery and standardizing the process, the IT deliver productivity increased by 20% with further increases planned in the future.

#### More Standard and Disciplined Process

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Clearly defined processes provided the ability to resolve IT issues faster, prevent recurrence, and gain insight into clear actions and paths to future improvement.

### Scalability and Flexibility

By moving to a cloud platform, the retailer could scale capacity for the higher volume periods automatically and scale the capacity back when the higher volume periods were winding down.

### Predictability / Reliability

Reduction of incidents and response time improvements led to better SLA for the business and valued customers.

### Financial

By changing to an OPEX financial structure, the pharmacy was able to remove depreciating assets from their balance sheet and have a more predictable and manageable IT spend.