

Digital Transformation

Case Study - Willis Knighton Health System (WKHS)



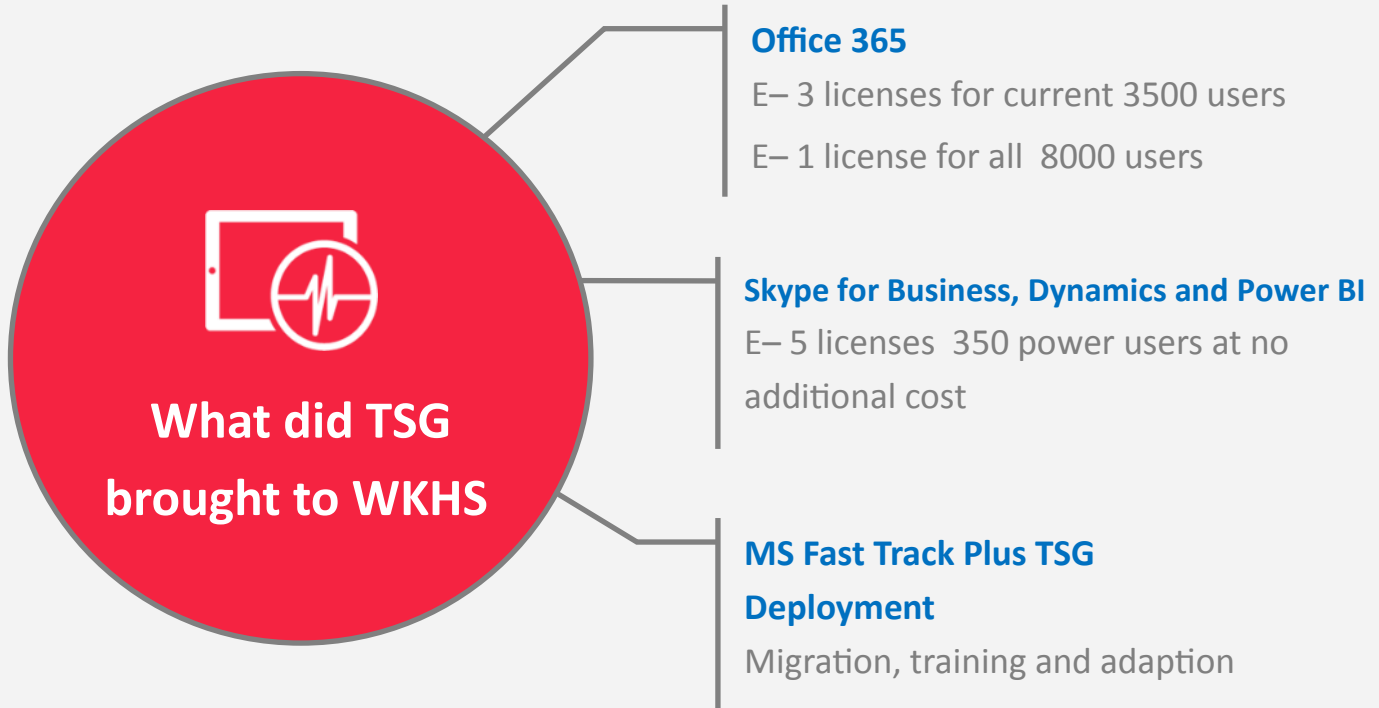
- WKHS was using MS licenses for Office, SQL Servers, Windows and more and buying them via third party
- Every year MS audit resulted in True-up by as much as 25% above and beyond what was paid
- WKHS was spending millions and still could not provide Office Tools to only 3500 out of 8000 employees
- WKHS was not aware, and not fully benefitting from Office 365 suite which offered other functionality like internal and external secure chat, collaboration tools, intelligent PBX/Voice Services, Document/Knowledge Management, Email Encryption, Advance Threat Protection, multi-factor protection, Automated Application Deployment, Mobile Device Management, Offsite Backup and Disaster Recovery, etc.
- WKHS was spending additional dollars to buy many of these software functionality & services from other third party vendors



Willis Knighton Before and After Impact

Before MS Cloud	After MS Cloud
New hardware Capital--CAPEX	Cost is on use basis--OPEX
SQL/Windows Server deployment/build time	DB/OS/File Services ready in 5 minutes
In house Virtualization	Provided
Data Center cost	Extended Data Center enables growth as needed without worry
SQL database management	Automated
SAN storage cost	Extend as needed
Off-site Disaster recovery not available	Built in
Backup strategy challenges	Simplified and automated
Software deployment challenges on desktop/mobile	In-Tune handles it
Software from multiple vendors for different workflows - 10+	With Office 365/SharePoint, Dynamics 365 and Azure all such workflows can exist in a single eco system. In house/ department Intranet, Marketing project management, PMO office, Approval workflow, Task Lists management, HR onboarding workflow, HR application workflow, Pre-Visits Certification, Denial management, Patient engagement and Care Coordination. All managed/ upgraded by MS in Azure
AI for financial/clinical issue detection - not possible unless 100+K spent on Computing power	Azure does it for minimal cost and provides built in Predictive AI
No Bots to help in-house users and patients	Covered in Azure
Exchange/mail server challenges	Each user has unlimited access with 100% availability from anywhere
Security/Cyber threat/multi-factor authentication	Most secure environment, fully HIPAA and all other security standards met. Provides all MU/CMS security requirements
No secure chat, no office software for all, no collaboration platform, Video conferencing, PBX/Phone system	Office 365 workflows covers it all
Upgrading OS/SQL servers	Reduced by using Azure Services that handle this without any effects
Buy and pay for when not using	Pay as you use
IT busy in maintaining existing software, cyber security, installations, implementation efforts, upgrades	IT focused on client training/interaction, AI/other needed workflow development
Cyber security concerns and cost	One of the best protections to such threats

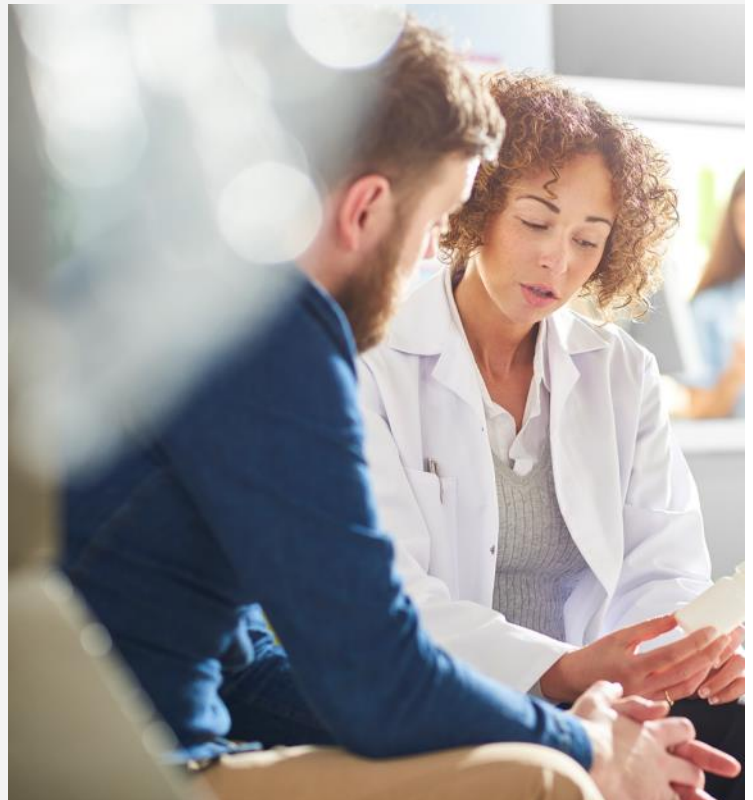
TSG worked directly with MS to rationalize the exact use of MS software within WKHS, and this resulted in MS offering WKHS for same cost what is described below:



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- Direct contract with Microsoft
- Free Secure chat to 8000 Users
- Peace of mind, security and threat elimination
- Massive cost savings to bottom line
- Pay as you grow approach to IT

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WKHS Future Technology Storyboard

Optimizing IT, Clinical & Operational Effectiveness

