



Revalidatie
Friesland

Rehabilitation Friesland

A fully upgraded IT infrastructure

Summary

Challenge

Rehabilitation Friesland needed to upgrade their legacy IT infrastructure to provide employees with seamless access to the network at all times. This way, patients can receive the best possible rehabilitation care.

Solution

A fully upgraded IT infrastructure based on Cisco, Dell, Veeam and VMware helps Rehabilitation Friesland to be prepared for future developments in the IT environment. The infrastructure has been moved from the head office to a professional data centre.

Benefits

- Good guidance and knowledge transfer, so that Rehabilitation Friesland's own IT team can take over the management.
- Expert long-term partner who proactively thinks about the future development of the IT environment.

Rehabilitation Friesland offers inpatient and outpatient rehabilitation at eleven locations in Friesland. The head office of the organisation is located in Beetsterzwaag, in a beautiful monumental building with behind it a clinic with space for 56 beds. The IT department of Rehabilitation Friesland is housed in the basement of the building, as well as like the servers on which the IT environment for the entire organisation runs centrally. When the hardware became outdated and flooding in the basement also threatened to jeopardise business continuity, the IT team decided to call in the specialist help of an external partner.

The challenge

The IT department of Rehabilitation Friesland is responsible, among other things, for keeping HiX – chipsoft's integrated healthcare solution – running. Lately, so much time and energy had gone into renewing this electronic patient record to improve patient care that the attention for the IT infrastructure faded into the background. However, it was in need of an upgrade. "Our users – about 450 in total – were not yet bothered by it, but action had to be taken to be ahead of that moment," says Mark Buist, Head of Information and Communication Technology at Rehabilitation Friesland. In addition, we had to deal with flooding some time ago. "Fortunately, we had no damage to the servers and the incident had no impact on business continuity. But we were confronted with some questions. Was our IT infrastructure secure enough? And do we really want to keep all that in-house, including cooling.



Proact has shown itself to be very flexible."

Mark Buist

Head of Information and Communication Technology

Our own IT team is small, so we decided to call in external help." The organisation asked three parties to make a proposal. According to Buist, was the best match for the wishes and requirements of Rehabilitation Friesland. And so, for the second time, awarded the contract to upgrade the IT infrastructure.

Proact's support

In addition to an upgraded IT infrastructure – with best-of-breed technology – the proposal also included housing the hardware in an external data centre. Proact suggested DataCentre Fryslân, a highly secured and professional data centre in Leeuwarden.

Proact realized the move by building a completely new greenfield solution in DataCentre Fryslân. Within that data centre, Proact also made a connection with Stichting GERRIT, the regional cooperation organisation that helps healthcare institutions in the Northern Netherlands to digitally exchange healthcare data with other healthcare providers or patients. Proact has migrated all production elements to DataCentre Fryslân, from where Rehabilitation Friesland will also take care of the management. During the migration, Buist experienced the cooperation with the Proact employees as very pleasant.

"Proact has shown itself to be very flexible. Proact has a small team ourselves and there is a lot of work on our shoulders. During such a migration, the existing environment must also be kept operational. Proact has helped us excellently with that. In addition, they take feedback well. Initially, I felt that the consultants were a little too little concerned with the technical side, but more with the project side of the migration. But we also need this technical transfer, so that we can keep the management of the infrastructure in our own hands. Proact then adjusted to that. Now I am convinced that we are well prepared for the new situation."

Buist is pleased with the specialist help of Proact as an external partner. Migrating is a profession in itself. As an administrator you have to deal with this once every few years, while Proact does that every day.

"We can't maintain that specialist knowledge in-house. The collaboration is so good that the two companies are already working on a new project together: the further professionalisation of the workspaces to adapt to new ways of working. "At the moment, for example, we still use separate devices such as iPads for video calling, soon that will also be possible in the workspace," explains Buist. "HiX has many practical functionalities that we do not all use yet. I look forward to being able to offer them to our users, partly thanks to Proact."

Benefits



Good guidance and knowledge transfer

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Expert long-term partner

Who proactively thinks about the future development of the IT environment.

PROACT

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About Proact

Proact is Europe's leading specialist in data and information management with focus on cloud services and data centre solutions. We help our customers to store, connect, protect, secure and drive value through their data whilst increasing agility, productivity and efficiency.

We've completed thousands of successful projects around the world, have more than 4,000 customers and currently manage hundreds of petabytes of information in the cloud. We employ over 1,000 people in 13 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).