

## CUSTOMER STORY

# Richland Parish (Delhi) Hospital Elevates Patient Care by Building Cyber Resiliency with RapidScale



Richland Parish (Delhi) Hospital is a rural healthcare facility that transformed its IT operations, improved cybersecurity, and enhanced patient care by partnering with RapidScale for connectivity, managed network, and security.

Located in Delhi, Louisiana, Richland Parish Hospital has served Northeast Louisiana since 1936. What began as a small clinic has grown into a full-service hospital district with six locations, providing critical healthcare services to rural communities.

## Challenge

As the hospital expanded, a resilient IT infrastructure was needed to keep operations running smoothly and ensure quality patient experiences.

### **Key challenges included:**

**Cybersecurity vulnerabilities:** The hospital had fragmented security tools and dashboards, which were difficult to manage and didn't provide comprehensive coverage. Richland also wanted to reduce downtime and overall risk through 24/7 active monitoring and response.

**Network outages & poor performance:** Consistently experienced network outages, latency issues, and subpar performance with electronic health record (EHR) systems, desktop environment, and communication resources, impacting clinician experience and patient care.

**Limited IT resources:** As a rural healthcare facility, the hospital's limited IT team was stretched thin managing complex systems with a limited budget.

**Compliance pressure:** Richland needed to meet advanced HIPAA requirements, insurance requirements, and protect patient data.

**Cost efficiencies:** Budget was limited and solutions needed to bring high value to the associated cost.



## Delhi Hospital



*"RapidScale delivered a solution that came with peace of mind. We now have the infrastructure, security, and support to focus on what matters most: patient care."*

**Alex Jackson,**  
Director of Information  
Technology at Richland Parish  
Hospital



# Solution

Richland Parish Hospital partnered with RapidScale to implement a comprehensive, co-managed IT solution tailored to the needs of rural healthcare. ***The solution included:***

## Network modernization

- SD-WAN delivered greater connection stability and redundancy, 24/7 NOC services and seamless failover with merged connections. This solution improved application performance and eliminated downtime across all six locations and satellite clinics.
- Internet circuits & VoIP (Cox) improved speed, support and resolved hardware limitations.

## Security transformation

- Managed Firewall & Network Configuration: A Fortinet-based solution eliminated manual failover issues and misconfigurations and improved reliability and performance.
- Mimecast end-user security: This solution significantly reduced phishing and suspicious emails with robust message filtering, while protecting communications with secure messaging and auto-encryption features. It also included Security Awareness Training for end-user risk scoring and education to reduce human error.
- Managed Detection and Response (MDR): The security solution delivers 24/7 threat detection, monitoring, and remediation to proactively combat evolving cyber threats and potential breaches. It also provided a centralized dashboard for all security tools, increasing visibility and control.
- Endpoint Detection and Response (EDR): Delivering antivirus software, visibility, and policy enforcement drastically reduced endpoint risk.

## Operational support

- 24/7 Network Operations Center (NOC) and Security Operations Center (SOC): Around-the-clock monitoring and remediation of network and cyber issues provide peace of mind and keep the hospital running.

# Key outcomes & business impact

## Cyber resiliency

- Network and security solutions provided automation, secure infrastructure, smaller attack surface, and less risk for end-user accidents.
- Preventative controls (MFA, IAM, Intune, device policy management and network segmentation) enabled vulnerability management/ patching and stronger endpoint security.
- Robust end-user security solutions drastically improved risk management, threat prevention, detection, and visibility.
- RapidScale's 24/7 NOC and SOC deliver detailed notifications to Richland, ensuring they can see the current status and historical incidents that were identified and remediated, all in one portal.

## Operational efficiency

- Reduced manual intervention and faster support response times to keep systems running efficiently.
- Cost savings were redirected toward hiring more clinicians.
- Better EHR performance enabled faster charting, improving patient outcomes and clinician experience.
- 24/7 certified engineering support for all delivered solutions, extended capabilities without requiring incremental resources.

## Compliance & continuity

- Richland met advanced HIPAA compliance with security solutions including file encryption, BYOD controls, and secure file sharing capabilities.
- The hospital's network redundancy and failover ensured uninterrupted operations.

## Quality patient care

- Reliable systems and secure infrastructure increased productivity, enabling staff to focus on delivering quality care without IT disruptions.
- Systems now work as intended to provide consistent and positive patient experiences, ensuring staff can access EHR resources and communicate continually with patients.

## Why RapidScale?

RapidScale was recommended by another rural healthcare provider and Richland Parish believed RapidScale would deliver on their promise. ***The hospital relied on the team's:***



### DYNAMIC PARTNERSHIP

RapidScale identified and delivered an end-to-end solution that exceeded expectations.



### TRUSTED EXPERTISE

The team's ability to communicate value and deliver results built long-term confidence.



### TAILORED SOLUTIONS FOR HEALTHCARE

Solutions were designed with HIPAA, high security, patient care, and rural IT constraints in mind.

## Future roadmap

Together with RapidScale, Richland Parish Hospital has built a strong foundation for its next phase of growth:

- New Facility: Doubling square footage and adding services like a surgery suite
- Disaster Recovery: Transitioning to RapidScale managed DR services to provide recovery of critical resources during a downtime event.
- Zero Trust Security Strategy: Restricting removable media and other controls as the team completes the full EDR deployment, to ensure that staff only have access to the resources they need to, and nothing more.
- Microsoft licensing migration: Enhancing security, support, and BYOD control

## Conclusion

Together, Richland Parish Hospital and RapidScale have laid a strong foundation for an increasingly resilient IT environment, enabling the facility to scale securely in the future. Internet outages, network performance issues, or ever-evolving cyber threats no longer consume the hospital's IT team.

The facility is better positioned to drive strategic initiatives, support clinical innovation, and improve patient outcomes. With RapidScale as a trusted partner, Richland Parish is not just keeping up with patient demands but leading the way in technology for rural healthcare.

## About RapidScale

Whether refreshing legacy IT systems or launching an app that will reach millions, RapidScale empowers your business with a complete set of private and public cloud solutions to simplify IT and unleash innovation. From Infrastructure as a Service to AI, RapidScale brings you the best portfolio of managed services in the industry, backed by a deep bench of certified experts holding over 400 accreditations. RapidScale has helped hundreds of customers migrate to AWS and Azure while helping over 2000 customers drive the complexity and administration out of IT. RapidScale makes technology your biggest competitive advantage.

Speak to a RapidScale cloud expert today: [meet@rapidscale.com](mailto:meet@rapidscale.com)

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