

CUSTOMER STORY

Singing River Health Systems partners with RapidScale for secure, scalable, hybrid infrastructure



Singing River Health System, a leading regional healthcare provider, faced infrastructure and engineering resource challenges that threatened operational efficiency and patient care. From log-in times to application performance challenges, the organization needed a trusted partner to modernize its environment and meet stringent healthcare compliance standards.

RapidScale stepped in to deliver a secure, hybrid-ready solution tailored to the unique needs of healthcare, especially those involving Epic® infrastructure solutions including hosting, cybersecurity, networking and business continuity.

Challenge

The organization faced poor application performance, limited cyber resiliency, and lacked a hybrid-ready infrastructure. IT staff had limited experience managing hybrid environments, while specific Epic® requirements added complexity. In addition, there was an urgent need to strengthen their security posture to prevent cyber threats and downtime.

Other key challenges included:

- **Misconfigured Microsoft 365 Tenant:** Configuration and deployment gaps in their migration to M365 resulted in poor performance and security risks.
- **Dated Infrastructure:** Performance, uptime, agility and growth were inhibited by aging server and networking infrastructure.
- **Epic® Requirements:** Infrastructure design and management needed to meet significant performance, cyber, infrastructure, compliance and continuity requirements in a cost-effective way.
- **Limited Cyber Resiliency:** BCDR and cyber security improvements were critical to maintaining uptime and compliance.
- **Limited Engineering Resources:** They didn't have the right or enough resources to overcome immediate challenges and improve long-term agility.



"The RapidScale team has brought us a number of different tools, software, and disaster recovery options that we honestly needed as an organization. It was very hard for us to find the resources to address our cybersecurity, resiliency, and recovery needs. So, having a partner bring extensive expertise in those areas to our team was crucial."

Michael Dozier,

CIO

Singing River Health Systems



Solution

- **Epic® Hosting:** Provided production hosting of Epic®, ensuring high availability and performance, within a compliant environment, for their critical EHR workflows.
- **Epic® Back-up & DR:** Deployed back-up services to secure critical data and co-managed Disaster Recovery services with defined RTOs and RPOs.
- **Managed Detection and Response (MDR):** Implemented RapidScale MDR, powered by Proficio, to secure their environment with 24/7 SOC services.
- **Private Cloud:** Deploy and manage infrastructure hosting other critical workflows with BCDR services.
- **Virtual Desktops:** Deployed and configured AVD specific to healthcare workflows and compliance requirements.
- **WAN Networking:** Deployed and manage express routes, DC to DC connectivity and internet traffic enabling their hybrid environment.
- **Professional Services:** RapidScale entered a professional services engagement to assess and resolve issues with Singing River's M365 tenant.



It's crucial to have that type of relationship where we can call our partner at any time of the day and get the response that we need. RapidScale has really helped us out with that and been that partner for us."

Michael Dozier,
CIO

Singing River Health Systems

Key outcomes & business impact

- **Compliant, high-performance hosting environment** reduces the risk of audit failures, improves uptime and performance for Epic® and other critical workflows, and ensures data integrity and availability for staff.
- **Business continuity strategy minimizes potential downtime and protects critical patient data with reliable backup and recovery processes.**
- **Operational excellence through modernized infrastructure, improved security, and enhanced performance.**
- **Microsoft 365 Remediation and Virtual Desktops tailored to healthcare workflows, improve clinicians' and administrative staff's user experience by providing faster, more secure access to applications and data.**

Why RapidScale

- **Customer-centric approach:** RapidScale aligned with Singing River's most pressing challenges, provided guidance, and proposed flexible solutions that meet their needs and beyond.
- **Epic® Hosting & DR capabilities:** Required to solve their infrastructure, resiliency, and performance challenges. Singing River had confidence RapidScale would securely and efficiently manage their critical workloads.
- **Delivering on our promises:** RapidScale's comprehensive suite of managed and professional services enabled Singing River to improve security, compliance, performance, BCDR, and operational excellence.

**Unbiased Cloud.
Uncompromising Outcomes.**

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