

Partner Use Case: Hosted Private Cloud Advanced Access & DRaaS

Cloud EMR and practice management solutions company



Customer's Challenge

- National provider of software and database solutions for medical practices; hosted EHR and EMR, and practice management solutions
- Customer had 2 geographically diverse private cloud environments hosted and managed by 2 separate providers (private cloud hosted at colocation data center and managed by IT services provider)
- Ransomware attack caused outages compounded by multiple customer facing firewall change outages from provider managed FWs. Declining customer service and support led customer to explore DR solutions



The Solution

- HPC - Advanced Access
- Managed BaaS, Managed DRaaS
- Managed Security – Firewall, Professional Services for Datacenter Migration, Penetration Test



Why Flexential

- While original intention was to explore DR options, customer realized Flexential could provide a complete Hybrid IT solution
- Flexential was able to save customer \$1.4M on a 3-year contract with increased value and services
- Provided better managed datacenter performance/uptime
- Upgraded RTO & RPO: top-industry rated enterprise grade managed backup & DR solution Zerto
- Security posture enhancement: opportunity to evaluate security vulnerability/gap through pen-test



Partnership

- Partner receives residual commission on \$117K MRC contract
- **\$1M of HW purchased from partner to deliver their private cloud/DR environment**