



**Softtek**<sup>®</sup>

**CASE STUDY** | HEALTHCARE

**Managed IT infrastructure services ensure peak availability of life saving emergency services**

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# About the customer

Our client is an industry-leading private emergency medical services and patient relocation provider of integrated healthcare solutions. Its services include providing compassionate and quality care serving both communities and at special events. Its portfolio of medical services includes air, ground, managed medical transportation, industrial, specialty, and wildland fire first responder services.



**Top provider  
to the US Federal  
Emergency  
Management  
Agency (FEMA)**



**\$4.5B revenue  
(US 2020)**



**7,000 ground  
vehicles, 100+  
fire vehicles,  
350 helicopters,  
and 100+ fixed-  
wing aircraft**







# Business challenges

As our client entered a long period of MA&D activities, its IT engineers quickly hit total capacity as day-to-day incidents hindered its ability to tackle value-added projects at scale. Faced with pressure to unlock the full benefit of M&A activities and sustain peak operations, our client asked for help to manage the uptime of critical applications used by emergency responders and patient transportation professionals in the field.



1

Incorporate IT due diligence into pre and post MA&D processes, including consulting and orchestration of an effective technology consolidation and transition plan.

2

Enable internal IT teams to focus on projects that create new M&A value.

3

Reduce incident backlog, incident responses, and resolution time.

4

Maintain the critical application availability needed to deliver 24/7 first responder support.



# How Softtek comes into play

Softtek's long-term relationship with our client gave way to the expanded responsibility of becoming its IT infrastructure management partner, helping to stabilize the technology services backbone of its business and service functions.

As first-responder communication and access to real-time information are critical factors in dispatching the proper emergency response team, Softtek's infrastructure team continues to address service, storage, and capacity issues affecting its databases— including networking and communications environments. Softtek also enabled the sustainability and scalability of technology services beyond our client's large field support operation, delivering robust IT management frameworks and tools, including ITIL, CMDB, virtual patching, and real-time monitoring to all business areas.

**Served as our client's IT infrastructure** continuity partner amidst structural changes, safeguarding critical service availability.

**Implemented services** backed by Softtek's Centers of Excellence in Telecom, Networking, Advanced Virtualization, Cloud, and Service Desk, for a modern and resilient infrastructure mobilized by proven tools and frameworks.

**Developed operational playbook** to ensure business continuity and effective consolidation of IT assets during acquisitions and divestitures.

**Systems maintained:**

- Windows and Linux Citrix, VMware, Office 365, and Exchange Active Directory
- SQL, MySQL, Oracle
- Avaya, CISCO, and Palo Alto Networks
- SCCM
- Splunk and Nagios







# Business impact

Softtek delivered IT infrastructure managed services through a dedicated nearshore team, facilitated collaboration throughout our client's operation, helped support effective change management, and gave our client the resources it needed to sustain and scale its business. Now, our client enjoys the expanded capacity to maintain its critical systems and the stability of applications that allow it to better serve the business and the communities it protects.



Ensured peak availability and reliability of life saving services.



Reduced incident backlog by 70%.



Reduced incident response and resolution time by 90%.



70% increase in the number of regions where the company provides service.



100% business infrastructure and field support technology services coverage.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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