

Leading Health Services Innovation Company moves 40,000 local servers to Microsoft Azure Cloud via NetCom Learning's LAAS Solution

About the Client

The client is a leading health services innovation company, founded in 2009. It delivers transformational health solutions and operates across 150 countries in North America, South America, Europe, Asia Pacific, and the Middle East.

The company works with health plans to achieve operational excellence, drive consumer engagement, grow membership, improve clinical quality, and manage risk. As of 2019, the client's revenues surpassed \$100 billion.

The Requirement

The company wanted to migrate its 40,000+ local servers and applications to Microsoft Azure Cloud. Their aim was to develop and offer optimized intelligent apps that utilize compelling Data and AI services, such as the Electronic Medical Records system. The requirement was to adopt cloud technology to provide better services to their employees, stakeholders, and customers by building a modern data warehouse. The vision was to develop, deploy, configure, and manage the applications on Microsoft Azure Cloud for developing better and faster client applications, such as Portal and Virtual Visits solutions.

The Challenges

Training a large employee base with varied skill-levels is not an easy task. It was essential for the client to prepare their network administrators, developers, and DevOps teams on Microsoft Azure so that they could seamlessly perform the desired tasks. The significant challenges faced by the client included:



The participants had different IT backgrounds and skill-sets, including Networking, Virtualization, Architecture Development, and others.



Training sessions had to be crisp and yet deliver all the necessary and required information.



The client was looking for a partner to support their "DevDays" conferences.



Along with the IT professionals, the client also wanted trainers who could "train the trainers."

The Solution

NetCom Learning provided Learning-as-a-Service and trained the client's IT professionals and supported their cloud migration, deployment, and development decisions via our consulting service. We also trained in-house SMEs who could further deliver IT assistance to professionals in need of help. NetCom Learning's blended solution included:

- Microsoft Azure Training & Consultation by working with the client's L&D and IT departments.
- A mix of 44 Private On-site and Live Online Training, as well as "Lunch & Learn" consultations, were utilized.
- Batches of 300 employees attended DevDays in multiple locations. NetCom Learning, as a part of its Learning-as-a-Service solution, provided support to the conferences, where more than 1,200 employees attended.
- Trained 80 Subject Matter Experts (SME) to provide in-house assistance as required by their IT professionals on an urgent basis.
- Provided CTT+ (CompTIA Certified Technical Trainer) training and prepared those SMEs via Mentored Learning to be in-house Desk-side coaches.



Impact & Benefits

The training sessions were highly successful and were able to meet the desired objectives. A few pointers that demonstrate the accomplishments of the training are the following:



In 12 months, the client took various training sessions and closed the skills gaps of almost 600 employees and trained another 1,200 employees via DevDays.



Successfully implemented all the desired updates on their EHR/EMR systems, which affected a network of 300,000 employees, 1.3M physicians & healthcare professionals, 67,000 pharmacies, and 6,250 hospitals.



The client's healthcare intelligence serves 126 million individuals who now have access to better and faster client applications, such as their complete Client Portal and their "Virtual Visit" services.



The client was able to move 40,000 servers to the Microsoft Azure Cloud effectively with the help of NetCom Learning's blended solution.

About Us

We manage learning. We promote the values of lifelong learning. NetCom Learning helps build innovative learning organizations in the workplace by structuring a smarter workforce, supporting learning changes, and driving learning growth. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning. We believe that an organization's ability to learn — and translate that learning into rapid action — is the ultimate competitive advantage.

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