



— CASE STUDY

# A hybrid cloud solution in government healthcare

**INDUSTRY**

Government,  
Healthcare

**SOLUTION**

Hybrid Cloud

A global Systems Integrator (SI), offering digital and cloud transformation services across over 40 industries, had a complex problem to solve for a national healthcare customer in Europe. They turned to Zayo for the solution.

The national healthcare organisation was expanding a secure digital platform that enabled new nationwide practices and collaboration between health and social care organisations. This expansion required a re-platforming of the service to the public cloud and a reconfiguration of the delivery to support Microsoft Office 365 and other cloud native workloads.

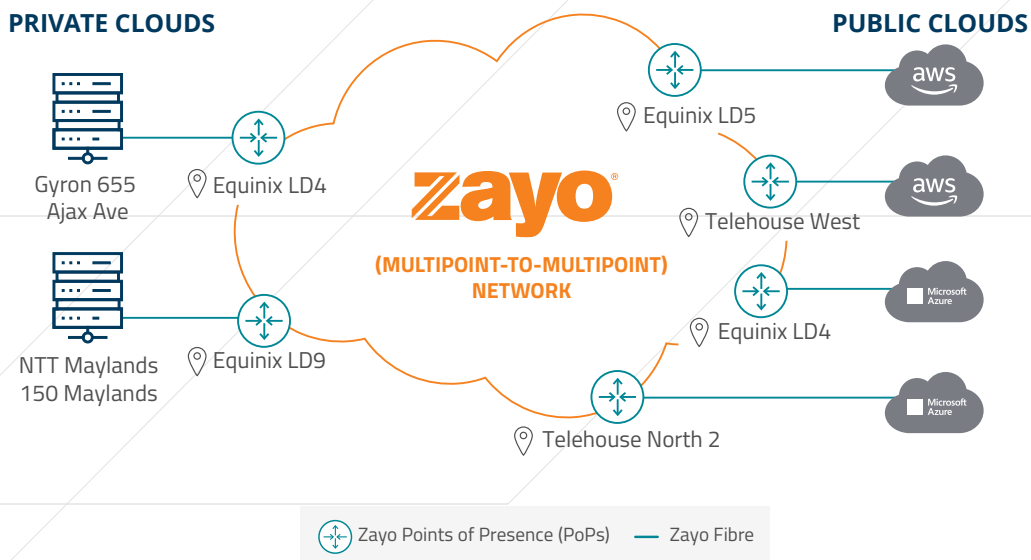
The solution required key foundational initiatives, such as Hybrid Cloud integration, Microsoft Azure directory deployment, and a roll-out of Microsoft Teams to support the client’s COVID response.

# The SI Solution - A Hybrid Cloud Network

In order to support the digital transformation required by the healthcare organisation, the SI partnered with Zayo to upgrade the Internet connections in their data centres from 2G to 6G. The SI further protected their customer’s critical IP traffic with Zayo’s DDoS Protection service. With DDoS Protection, should the healthcare organisation experience a DDoS attack, the malicious traffic is securely scrubbed, allowing only legitimate traffic to pass. Users would never know that an attack was in progress.

Further, the SI bridged their customer’s private and public cloud environments by implementing Hybrid Cloud connectivity through a new IP-VPN provided by Zayo. This IP-VPN provided private, secure, diverse and scalable CloudLink connections to both AWS and Microsoft Azure, integrated on the same physical ports as the healthcare organisation’s existing Internet services in their two data centres. The dual use of these existing ports saved money by routing their cloud traffic more efficiently.

## The SI Hybrid Cloud Solution



## The Key Elements



Upgraded capacity in two healthcare data centres, with additional scalability as needed



A Hybrid Cloud design over IP-VPN, connecting the SI client's private and public clouds



DDoS Protection for Internet traffic



Aggregated billing for all services



CloudLink connections, with physically diverse on-ramps, to AWS and Azure, across four data centres



Single ports integrating multiple services across the two data centres

## The Benefits to the National Healthcare Solution

Within seven days, the SI was able to roll out Microsoft Teams to the 1.2 million users within the healthcare organisation. The client is now able to send secure instant messages, conduct audio and video calls, and host virtual meetings nationwide.

With this scalable implementation, remote care workers were able to communicate effectively during the 2020 COVID lockdowns. Microsoft Teams adoption rose by 275 percent within three days of national access, and by end of Q1 2020, over 300,000 employees used the platform — three times more than two weeks prior. Adoption included hundreds of thousands of one-on-one calls and over two million chat messages.



## Next Steps

The SI is working to add functionality to the platform, including video consultation and live broadcast events, to further support an everdeveloping pandemic response and information flow. Zayo and the SI will continue to work together to innovate on behalf of the national healthcare organisation, designing creative and efficient networking conditions to improve patient care.



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### **About Zayo**

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