



# IPsoft helps health care provider save millions

## Case Study

### The Problem: Technology trails corporate growth.

#### Gentiva's Challenge

Over the last few years, Gentiva Health Services has been rapidly growing. Gentiva realized that technology would be a critical enabler of its growth strategy, and committed to building a Service-Oriented Architecture foundation to support the needs of the business.

The applications built on this platform include: LifeSmart, an application that supports the branch operating model and will deliver handheld devices to 14,000 clinicians; an extensive data warehouse that automatically produces over 350 individual branch scorecards and enterprise performance reporting; and ERP platforms to support back-office functions.

The company also started to optimize its infrastructure to support its new SOA business applications. The environment needed to remain secure, highly available, and stable while maintaining compliance with the standards required to protect patient privacy.

There were also a number of operational and organizational areas that needed to be addressed:

- An unmitigated financial risk of a regional data center disaster
- Opportunities to reduce non-value-add expenditures in areas with manual processes.
- Inconsistent response times (Service Level Agreements) and resolutions to business operations and technology issues.
- Longer resolution and delivery times due to fragmented support functions and limited proactive auditing and monitoring.
- Critical limitations of in-house staff skills.



**About Gentiva:** Gentiva is the nation's leading provider of home healthcare and related services. Gentiva's 14,000 clinicians serve patients through more than 500 direct service delivery units within over 350 locations in 36 states.

**Locations:** Atlanta, Ga., Overland Park, Kan.

**Industry:** Health Care

**More info:** [gentiva.com](http://gentiva.com)

## Case Study: Gentiva

# The Solution: A strategic and comprehensive partnership.

### The IPsoft Solution

A strategic partnership with a managed service provider would:

- Allow Gentiva to control the risks within its existing datacenter environment
- Focus on the Infrastructure Optimization initiatives
- Reduce risks to business continuity by introducing increased systems monitoring capability and 7x24x365 coverage of business systems
- Decrease overall operating expenses while establishing contractual Service Level Agreements
- Accelerate the implementation of strategic initiatives and leverage the chosen vendor's financial and intellectual capital.

Gentiva signed a five-year, \$28M infrastructure management contract with IPsoft. IPsoft's complete solution for Gentiva comprises the following:

- Data center hosting/co-location.
- Total management of Gentiva's server and network infrastructure via IPsoft's IPcenter solution, a consolidated platform for IT Service Management that leverages automation and expert systems for superior results.
- Guaranteed time to respond of 15 minutes or less to all Gentiva issues, made possible by leveraging IPsoft's autonomic expert systems, which remediate over half of all exceptions without human intervention, and quickly escalate issues that cannot be automatically resolved to the appropriate senior engineering resources.
- Where human expertise is required, Gentiva can draw upon IPsoft's worldwide network of skilled engineers to ensure rapid remediation of faults.

“ [IPsoft] has truly become an extension of our organization, tied to us through our strategic vision and operating goals.”

*Brian Jones*  
CIO, Gentiva

### The Customer Experience

Brian Jones, CIO of Gentiva, observed: “Gentiva was looking to build a strategic partnership, not just an outsourcing engagement. We wanted a model that would create value for both organizations. We needed a company that was highly capable, flexible, and competitively priced—an organization that would align their agenda with ours, that would incorporate

our service levels into their operating model. We needed to be organizationally and financially connected, winning or failing together. We found this with IPsoft. Their organization has truly become an extension of our organization, tied to us through our strategic vision and operating goals.”


### The Bottom Line

**32%**  
Gentiva's budget savings through IPsoft

**\$1.3m**  
Gentiva's annual savings through IPsoft

The partnership between IPsoft and Gentiva delivered an overall annual savings of 32% in Gentiva's IT infrastructure budget, and additionally, annual cost avoid-

ance of more than \$1.3M a year over the five years of the contract. As IPsoft's autonomic management tools continue to learn and gather key metrics of Gentiva's environment, automatic problem resolution will continue to help Gentiva focus on increased optimization of its IT operations and service levels.

And IPsoft management allows Gentiva to focus on its core business and further growth. 



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