NUTANIX™

Digital Transformation, Where are You?

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Agenda

1   Digital Transformation Drivers

2   Definition and Glossary

3   How to choose

4   Customer Journeys

Digital Transformation Drivers

BUSINESS DRIVERS

✓ **Rising Consumer Expectations**: Convenience, customization, and control

✓ **Increased Competition:** New players, telehealth, non-traditional healthcare providers, disruptors

✓ **The Race to Innovate**: Speed of change and delivery separates thrivers and survivors

✓ **New Nature of Risk:** Bad actors and Increasing regulatory compliance

✓ **Improve Operational Efficiencies:** Cost management, speed of delivery

✓ **Improve Operational Resilience:** Always on, always open

✓ **Protect and Build Brand:** REPUTATION is everything

Digital Transformation Drivers

IT DRIVERS

- ✓ **Reduce Complexity:** A box for every purpose

- ✓ **Increase Speed of Delivery:** Struggling with legacy infrastructure-slow provisioning and deployment

- ✓ **Increase Operational Agility**: One size/speed does not fit all, need to move at the speed of business and at the speed of cloud

- ✓ **Manage Data**: Increased need for analytics, reporting and capacity management

- ✓ **Improve Operational Resilience**: No downtime, reduced maintenance windows

- ✓ **No New Headcount:** Employees need to be working at the right level on the right things

- ✓ **Demonstrate the Value of IT**: Trusted partner, transparent, engaged and contributing to the bottom line

Digital Transformation-What is it?

Business Definition: The evolution of an organization's activities, processes and competencies to address the growing importance of technology in all aspects of business.

Desired Results:

✓ Efficiency, elimination of process bottlenecks

✓ Insights derived from up-to-date information used to make business decisions

✓ Accessibility, digital processes are available internally and externally from anywhere, via connected devices

✓ Customer satisfaction gained by optimized tools and platforms focused on user needs an experience

✓ Profit resulting from improved productivity, better business decisions and customer satisfaction

Digital Transformation-What is it?

IT Definition: Application and Infrastructure Evolution (or radical replacement)

Desired Results:

Application

- ✓ Migration of legacy to new applications or platforms

- ✓ Integrate new functionality to meet business needs

- ✓ Re-platform, re-host, re-code, re-architect, re-engineer, improve interoperability, replacement and retirement

Infrastructure

- ✓ IT Modernization-Putting services online or legacy architecture evolution

- ✓ Digital Optimization

- ✓ Invention of new digital business models

Glossary-Buzz Words

- Back Office
- Business Process Management
- Content Services
- Case Management
- Data Analytics
- Enterprise Content Management Strategy
- E-Signature
- Rapid Application Deployment (RAD)
- Electronic File Management
- Business Continuation, High Availability (BC/HA)
- Search Engine Optimization (SEO)
- Customer Relationship Management (CRM)

- Cloud-Public, Private, Enterprise, Multi
- Agile
- Artificial Intelligence (AI)
- Blockchain
- Machine Learning
- Internet of Things (IoT)
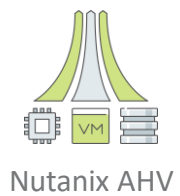- Disaster Recovery (DR)
- Containers

Buzz Words

How to Choose

❑ **Does it meet your business objectives?**

❑ **Have you developed a roadmap, does it fit into the roadmap?**

❑ **Have you prioritized your projects?**

❑ **Does it meet your timeline?**

❑ **Do your teams have the right skills?**

❑ **Have you reviewed your existing contracts?**

❑ **Does it meet your budgets-Capital and Operational? Depreciation Schedule?**

❑ **What are the technical requirements-performance, data?**

❑ **Does it fit into your information security program?**

Choose the Solutions that fit

Hypervisor Choice

Nutanix AHV

vmware vSphere

Microsoft Hyper-V

CiTRIX XenServer

Platform Choice

NUTANIX

DELLEMC

Lenovo

CISCO

Hewlett Packard Enterprise

IBM

More

Cloud Choice

Xi Cloud Services by NUTANIX

AWS

Microsoft Azure

Google Cloud Platform

Technology Modernization Journey at University Health Care

Jose Bellas
CIO
University Health Care

University Health Care Overview

- Founded in 2010 University Health Care is a Managed Service Organization with a strong emphasis on providing the best value-based care for our members. Services offered included Primary Care, Diagnostic, Dental, Pharmacy, Transportation, and Specialists.

Headquartered in Miami-Dade County, FL

300+ employees

26,000 Members, plus Medicaid, and Commercial patients.

1000+ Prescriptions filled daily.

University Health Care IT Landscape in 2016

- **Problem**:

- Over-subscribed aging infrastructure running traditional servers & SAN

- Key Clinical Workloads:
  - Dental Practice Management
  - Legacy Practice Management

- Key IT Workloads:
  - Microsoft Servers (DC, DNS, File/Print Servers, WSUS, and MDT/Imaging)
  - SQL Databases/Reporting & Analytics
  - IT Management Servers (Security/Asset management, Ticketing, NPM, LEM, Call Recording/Reporting, and Call Center)

Re-architecting and Modernizing

Requirement:

- Growing business needs coupled with the requirement to streamline operations forced us to

re-think our overall strategy and IT investment.

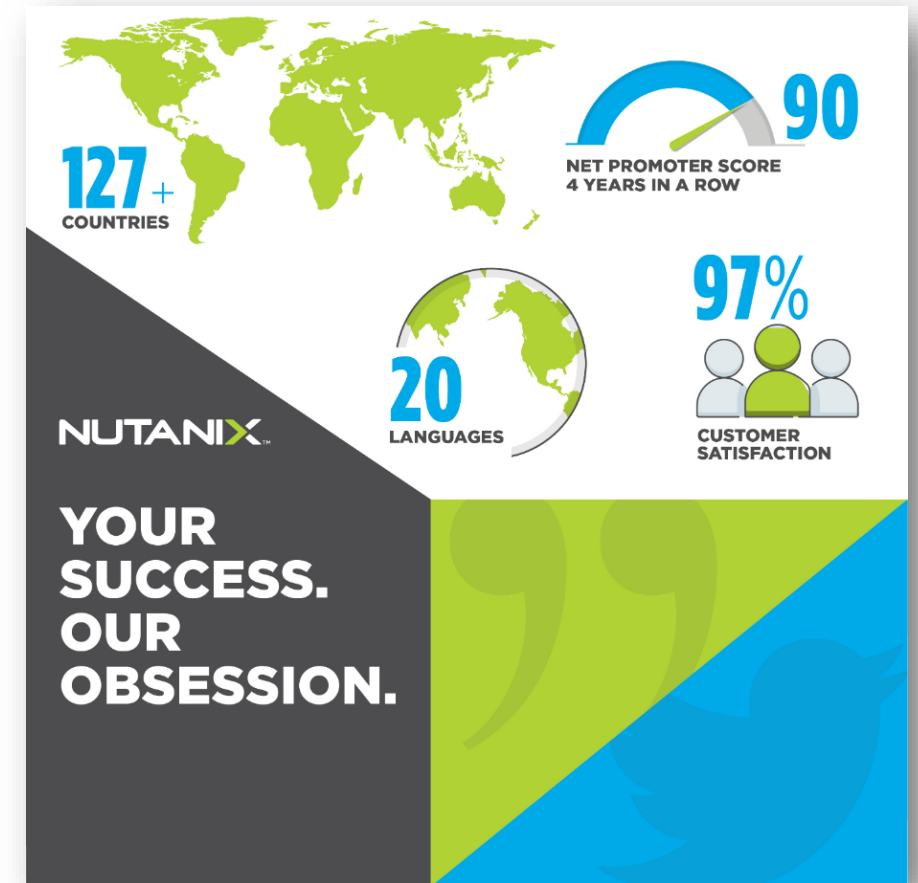**Modernizing Value Proposition (Create an Enterprise Cloud Environment):**

- Easy scale-out to support multiple workloads

- Best value

  - Lower total cost of ownership

  - Reduce the cost to expand (Pay as you grow)

  - Reduce the cost of year over year maintenance

- Ease of use

  - Provided a single pane of glass view of performance, capacity, utilization

- Resiliency

  - Reduce/Eliminate unplanned outages due to failing hardware

Lessons Learned

- **Being competitive in this industry is not easy:**

- Automation and simplicity allowed us to save on human resources

- Able to keep our workforce lean and leverage our talent for other duties

- Improved agility allowed us to meet the dynamic demands placed on the team

- Nutanix enterprise cloud allows us to scale the infrastructure without expenses that would otherwise be cost prohibitive

- **STOP** buying infrastructure in piecemeal fashion
  - Legacy storage is expensive, complex, and unnecessary, **Period**
  - Dedicated compute hardware no longer makes sense

- **What's next on the horizon on our journey to modernization?**
    - Drive Innovation to accelerate business goals
    - Explore Hybrid cloud deployment and management
    - Introduce Micro Segmentation for added data security
    - Replace File Servers with Nutanix File Services
    - Drive down costs and eliminate waste
    - Improve resiliency, data protection and disaster recovery

Customer Journeys-What are Your Peers Doing?

1. **Large University Health System**

   - Final phases of building enterprise (on-premise) cloud

   - Modernize existing technology-stability, reliability, freed up time to innovate

2. **Large Multi-facility Health System**

   - Using "desktop-as-a-service" cloud offering for 3rd party vendor remote access (separates it from clinical, easy to track users)

   - Re-factoring OLD biomedical applications (Obix) on enterprise cloud platform

   - Invested in CRM system to overhaul patient referrals and marketing/communications activities

3. **Medium Multi-facility Health System**

   - Developed integrated solution to meet state Opioid Control requirements (tap-n-go tracking)

4. **Small Community Based Health System**

   - Adopted "S-a-a-S" first replacement strategy (Lawson, Service Now, Dragon Medical One)