

IPsoft Case Study: Gentiva Health Services

11 April 2008

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1 Executive Summary

This case study, developed in cooperation with Gentiva Health Services, presents information about IPsoft's managed service engagement with Gentiva, in which IPsoft provides datacenter hosting and full management of Gentiva's server and network infrastructure.

IPsoft's fully managed solution delivered an overall annual savings of 32% in Gentiva's IT infrastructure budget, and additionally, annual cost reductions of more than \$1.3M a year over the five years of the contract.

1.1 Company Background

Gentiva Health Services, Inc. (<http://www.gentiva.com>) is the nation's leading provider of comprehensive 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, and through CareCentrix[®], which manages home healthcare services for major managed care organizations throughout the United States and delivers them in all 50 states through a network of more than 3,000 third-party provider locations, as well as Gentiva locations.

1.2 Business Need

Over the last two years, Gentiva Health Services has been rapidly growing, both organically and through acquisitions. 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 new platform include: LifeSmart, an application that supports the entire 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.

During this same period, the company started to optimize its infrastructure organization in order to better support its new SOA business applications across the enterprise. The environment needed to remain secure, highly available, and stable while simultaneously maintaining full compliance with the high standards required to protect patient privacy.

Gentiva had to ensure that its infrastructure platform was capable of supporting the company's growth initiatives. There were also a number of operational and organizational areas that needed to be addressed, including:

- An unmitigated financial risk of a regional data center disaster (for example, damage caused by severe weather) disrupting business operations.
- Opportunities to reduce non-value-add expenditures in areas with highly 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 in both depth and breadth of in-house staff skills.
- Minimal knowledge in a number of near-term and future Information Technology trends

A strategic partnership with a managed service provider (MSP) would allow Gentiva to:

- Control the risks associated with its existing datacenter environment.
- Focus resources on value-add 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 designed to increase the quality, performance and technology initiatives.
- Accelerate the implementation of strategic initiatives and leverage the chosen vendor's financial and intellectual capital.

1.3 IPsoft Solution

Gentiva partnered with IPsoft to ensure that its critical and strategic environment was enhanced, supported and optimized.

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, company objectives, performance and bonus plans. 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.”

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 proprietary IPcenter solution, a consolidated platform for IT Service Management that leverages automation and expert systems to deliver superior management results at a lower Total Cost of Ownership than typical managed services solutions.
- Guaranteed time to respond of 15 minutes or less to all Gentiva issues. This is made possible by leveraging the power of IPsoft’s autonomic expert systems, which remediate over half of all detected exceptions in managed environments worldwide 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 highly skilled network and server engineers to ensure rapid remediation of faults.

1.4 Realized Results

The partnership between IPsoft and Gentiva delivered an overall annual savings of 32% in Gentiva’s IT infrastructure budget, and additionally, annual cost avoidance of more than \$1.3M a year over the five years of the contract.

Overall service level agreement performance improved by more than 20% as broader system monitoring and 7x24x365 coverage was added to the Gentiva enterprise.

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.

About IPsoft

IPsoft (<http://www.ipsoft.com>) is a global, industry-leading managed services company offering a complete solution to enterprise customers for outsourcing global IT infrastructure operations.

- IPsoft employs unique autonomic engines that automatically remediate 56% (on average) of the exceptions in our world-wide client environments. This has a dramatic bearing on the availability of networks and devices under our management, while at the same time significantly reducing Total Cost of Ownership (TCO) for our customers.
- Our customers enjoy drastically reduced Mean Times To Resolve (MTTRs) for any exceptions in their monitored environment(s).
- Better availability and fewer unmanaged exceptions mean better experiences for our customers.
- In eight years of operational history, IPsoft has not lost a single client to another vendor, a track record that is unmatched by other comparable providers, and attests to the customer satisfaction that our clients experience.

Contact

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