

Improving healthcare diagnostics by transforming operations on AWS

Healthcare diagnostics provider | Healthcare and Life Sciences



Business opportunity

Building on decades of industry experience, this healthcare diagnostics provider continues to grow steadily across its domestic market. To help support its operations from end-to-end (including thousands of diagnostics labs) the organization runs its mission-critical systems on Amazon Web Services (AWS).

As the company expanded, the diagnostics provider's AWS environment was also growing. However, a combination of legacy software, manual patching processes, and poor visibility across the cloud estate made it difficult for the business to maintain near-continuous availability for its labs, sample collection centers, and customer-facing systems. To take full advantage of their cloud resources, the diagnostic provider needed further IT modernization.

Technical challenge

One of the key challenges for the diagnostics provider was its lack of unified monitoring for software running on AWS, which made it difficult to detect and resolve issues quickly. In addition, the organization was heavily reliant on manual work to patch its systems, which reduced its ability to remediate vulnerabilities in a timely manner and increased its exposure to cyber risks.

To enhance the availability and security of its mission-critical systems, the diagnostics provider needed a trusted partner with expertise to advise and implement the right changes to operating in its AWS environment.

Our solution

Together, Kyndryl and the diagnostics provider built a mature, automated and centrally governed operating model for AWS, focused on integrated observability, automation and cost control.

Kyndryl used Amazon CloudWatch, AWS CloudTrail and Datadog to integrate fragmented monitoring into a unified dashboard. Full visibility streamlined regulatory reporting, governance and audit activities.

In parallel, the team performed a comprehensive software refresh. By removing end-of-life systems and updating applications and operating systems to the latest versions, Kyndryl enabled the provider to use AWS Systems Manager to automate patching and maintenance orchestration processes.

Finally, guided by insights from AWS Trusted Advisor and AWS Cost Explorer, Kyndryl helped the provider to right-size its environment by removing unused and superfluous resources – reducing costs and improving operational efficiency.

The power of partnership

By combining native AWS tools with Kyndryl's expertise implementing solutions on the AWS platform for healthcare organizations, the combined team successfully upgraded the healthcare diagnostics provider's cloud environment to operate with best practices.

The team used these key AWS services:

- Amazon CloudWatch, AWS CloudTrail and Datadog provide integrated visibility
- AWS Systems Manager orchestrates workflows and automates applying patches
- AWS Trusted Advisor and AWS Cost Explorer establish and enforce cost thresholds, and manage upgrade approvals

What progress looks like

By teaming up with experts from Kyndryl, the diagnostics provider designed and implemented an upgrade that increased the availability and efficiency of its lab results and reporting workflows. With a single pane of glass to monitor and manage key services on AWS, the diagnostics provider ensures that its digital systems are available as clinicians and patients need them, even as its business continues to grow.

Measurable benefits from the upgrade include:

- 99.8% increased system availability by centralizing monitoring and automating patching
- 88% reduction in technical support tickets thanks to proactive, real-time alerting
- 90% annual cost-savings forecasted from improved IT management efficiency and decommissioned resources

Meet the team

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What's your next digital business challenge? Let's tackle it together.

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