



## Case Study

# Healthcare Performance-Driven Company Helps Its Operations Team Reduce Manual Tasks With Automation

## The client

The client is the largest member-driven healthcare performance improvement company in the United States. It serves more than 5,000 not-for-profit health system members and their affiliates, including 1,360 acute care hospitals. Backed by network-powered insights in the critical areas of clinical, operational, and supply chain performance, the company connects members with knowledge, solutions, and expertise that accelerate performance to ensure they deliver exceptional, cost-effective healthcare.

## The challenge: Increasing developer efficiency while reducing manual tasks

The client had previously worked with Insight for many years and had used VMware® products in the past. It recently purchased VMware vRealize® Automation™ (vRA), a hybrid cloud automation platform, to help increase productivity and agility by reducing complexity and eliminating manual or semi-manual tasks.

With its development operations team, the client had many manual processes in place that could be simplified. For example, the client's developers relied on a manual ticketing system to build up and tear down workloads. Once a ticket came in from a developer, the entire build process that happens afterward needed support from automation. The client relied on Insight to help set up vRealize, provision virtual machines for its developers, and rationalize its workflow.

Industry:  
Healthcare

### CDCT provided:

- Workload assessment
- On-site resources at client headquarters
- Solution design, planning, and implementation
- Strategic guidance
- Implementation of VMware vRealize Automation

### CDCT services:

- Professional Services
- Managed Services

## The solution: VMware vRealize Automation platform

Our experts started with an open dialogue with the client regarding what results it wanted to see from vRA. Insight Cloud + Data Center Transformation (CDCT) provided recommendations and walked the client through potential roadblocks and challenges, as well as recommendations for objectives. From there, we started to connect the dots, walking the client through the product standup process, and diving deeper into its current processes and workflows, and updating them to work within vRA. Once the base piece was up and running, a series of tests were conducted to ensure everything was working as it is intended.

## The benefits: Improved bandwidth and capacity for continued platform growth

From the moment the Professional Services team hit the ground running, the client has been extremely grateful for the support. While the processes that we helped set up take time and energy to get going, the company is now reaping the benefits. The Professional Services delivered from CDCT have reduced the time, effort, and money that the company's IT operations team would have spent setting up the automation process. Additionally, its developers now have streamlined, automated processes in place to help them focus on elevating their work.

The client is already pleased with our team's ability to help set up the first phase of vRA and is looking forward to the second phase of the process, which will include further improving and enhancing the platform.

### Benefits:

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**Reduced time**  
spent on  
manual tasks



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**Improved**  
workflows and processes



Efficient and reliable  
**automation**  
platform

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Support for  
**continued**  
business growth

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