

## ForHealth Case Study

# Overcoming Challenges in Separation of IT Infrastructure



### Client Background

ForHealth is a group of medical centres that were previously part of the Healius Group. As part of a contractual obligation, ForHealth needed to separate its IT infrastructure from Healius and create a new domain environment for over 70+ medical centres. The project involved migrating over 3,500 of their user profiles, reconfiguring medical and dental applications, mapping printers and fax machines, and troubleshooting server issues after the Active Directory change.

### The Problem

The separation of IT infrastructure within a time limit posed several challenges for ForHealth:

**Keeping Medical Centres Running:** ForHealth needed to ensure that the medical centres continued to operate smoothly during the IT separation process to minimise disruption to the services provided to patients.

**Lacking Expertise:** ForHealth faced a shortage of expertise in managing the software and infrastructure required for the healthcare industry, as well as limited onsite experience in handling such complex IT projects.

**Project Management:** The project required meticulous planning, coordination, and execution to ensure a seamless transition to the new domain environment.

**Potential Impact on Operations:** There was a risk of login issues, data loss, hardware connectivity issues, DNS errors, and application inaccessibility during and after the domain change, which could impact the operations of the medical centres.

### The Solution

To overcome these challenges, ForHealth engaged a qualified team consisting of a healthcare IT consultant, a project manager, a project coordinator, and onsite technicians. The following steps were taken:

**Solution and implementation planning:** Interfuse Technologies were able to provide an organisation-wide solution within 48 hours of the request and coordinating with internal projects departments as well as electrical and construction engineers

**Reconfiguring Applications:** All medical and dental applications, including MedicalDirector, Pracsoft, D4W, Romexis, and Vixwin, were reconfigured to work with the new domain environment.

**Migrating User Profiles:** Over 3,500 user profiles were migrated from the old domain to the new domain with proper credentials to ensure seamless access to their accounts.

**Mapping Printers and Fax Machines:** Printers and fax machines were mapped to new IP addresses to ensure they remained functional after the domain change.

**Troubleshooting Server Issues:** Any server issues that arose after the Active Directory change were promptly identified and resolved to minimise downtime and disruption.

### The Outcomes

As a result of the meticulous planning and execution by Interfuse Technologies, ForHealth successfully migrated over 80 medical centres to the new domain environment with minimal downtime and interruption to the GPs. The medical centres were able to continue their operations smoothly, and end-users were provided with hyper care support to address any issues that arose post-migration.

### Lessons for the Future

- ✓ **Engagement and Better Planning:** Proper engagement and planning before the IT separation process is crucial to ensure smooth execution and minimise potential disruptions.
- ✓ **Involving Qualified Team:** Involving a qualified team with expertise in both IT and healthcare industry is essential to manage the complexities of such projects.
- ✓ **Cost of Inaction:** Not addressing IT challenges during the separation process can result in downtime, data loss, and disruptions to operations, which can be costly for the organisation.