

# *The evolution of success:* Xavier Healthcare

## **Challenge:**

Xavier Healthcare, Baltimore, MD, was facing major issues with connecting and support of five long-term care communities. Xavier did not have the proper infrastructure in place to manage multiple locations – and they had only one, non-technical person to support their environment. Additionally, they lacked existing IT Security at each location, an obvious issue in healthcare with the latest HIPAA regulations.

## **Solution:**

After assessing Xavier's environment and defining their business objectives, Evolution implemented a multiphase solution. First, we utilized a thin client, centrally managed infrastructure to tie in their five locations which enabled Xavier to support all users from a centralized corporate site. Next, we implemented a Microsoft email solution (Exchange 2003) to address their shortcomings with a POP3 email provider.

The next phase configured the security environment. By utilizing Check Point's all-encompassing centralized security solution, we enabled Xavier to run all of their major IT functions from their centralized corporate location.

Finally, we implemented Evolution's outsourced support – with one person dedicated to managing their environment on site. If there is a problem with IT we support Xavier 100%.

## **Results:**

By all accounts, this project has been a fantastic success. According to Xavier CEO Stephen Allen, "I used to field complaint call after complaint call about our IT environment. Now that Evolution has taken over with their implementation and support, I have only received calls applauding our new systems."

Evolution helps Mid-Market, Fortune 1000, and Healthcare companies solve complex technology issues by staying focused on three key areas of IT Operational Security, Application Security, and Data Security.

Evolution can solve your complex technology issues. Contact David Webb, Vice President of Sales, to find out how. 410.480.8082.

