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SPECIAL REPORT

Across the Globe, Healthcare Turns to the Cloud

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THE HEALTHCARE industry was in the midst of a major digital transformation before the pandemic, driven by factors such as increased telehealth, the shift to cloud services, the growth of the internet of things, the increased risk of ransomware and IT personnel shortages.

Then, when COVID-19 hit, all of the existing challenges became exacerbated—and a whole new wave of issues, such as work from home, accelerated telehealth and staff shortages, to name a few, added further complications at a time when resources were stretched as thin as possible.

Healthcare organisations that embraced the cloud were able to scale and adapt more quickly and readily to the changes in the market. In particular, customers of Rackspace Technology were able to leverage both public and private clouds to meet the changing needs of patients and employees during this crucial period.

Today, as healthcare organisations continue their digital transformation to better address patients' needs, the value of cloud solutions will be even more critical in meeting new challenges while still addressing vital issues around regulatory compliance, data sovereignty, patient care, cybersecurity, data privacy, scale and IT modernisation.

This article looks at examples of two healthcare organisations that have been able to leverage private cloud services as their technology backbones in navigating the current healthcare landscape and being prepared for whatever is next on the horizon.

NATIONAL HEALTH SERVICE, CENTRAL AND NORTH WEST LONDON, U.K.

THE CENTRAL and North West London (CNWL) NHS Foundation Trust is one of the largest healthcare providers in the U.K., providing integrated services to a third of London's population and many others. CNWL oversees more than 300 different healthcare services across 150 sites with a team of 7,000 to provide expert and critical care.

"We offer so many different services, all with their own requirements in terms of technology support," says Owen Powell, ICT director at CNWL. "Evolving to a modern, forward-thinking, digital-first organisation was a challenge. Our patients are our No. 1 priority—providing the best possible service for them—but to serve them better, we realised that we need to overhaul our technological systems."

CNWL chose Rackspace Technology as its partner for the migration because of its proven track record of exceptional support, flexibility in scaling and vendor-agnostic approach to cloud solutions, among other benefits. The initial migration included the deployment of a VMware-based private cloud environment, a resilient solution deployed in two Rackspace Technology data centres with secure managed services.

The benefits of the Rackspace Technology partnership were realised immediately. The time it takes for some routine processes was reduced by two-thirds. When COVID-19 hit, CNWL was able to scale—in 48 hours—from 200 people working from home to 2,000 concurrent home users. "To be honest, I don't think we'd have managed to function if we hadn't changed to Rackspace Technology so recently," says Powell.

With the private cloud as a foundation, CNWL is accelerating to a multicloud model with cloud-native application, data and security all built into a DevOps culture. Alongside the expansion, the ongoing safeguarding of data and systems as well as upgrades to existing services and applications are a key focus to ensure the security of sensitive healthcare information of patients and other users.

"In actual terms, we are still at the very beginning of our journey with Rackspace Technology," says Powell. "We now know we have a robust, agile and trustworthy partner with us every step of the way, and we have enormous confidence in the ongoing project and the benefits we will gain and, most importantly, our patients will feel."

NATIONAL KIDNEY REGISTRY

The National Kidney Registry (NKR) is a nonprofit organisation based in Long Island, New York. The mission of the NKR is to save and improve the lives of people facing kidney failure by increasing the quality, speed and number of living donor transplants in the world.

Technology is key to its ability to provide this life-saving service. "We could never have done this 20 years ago," says Joe Sinacore, director of education and development at the NKR. "But, because of technology, we can find the best matches for patients in need who

have donors, getting them matched and transplanted as quickly as possible. Having a partner like Rackspace Technology allows us to have the infrastructure behind the scenes to do that."

Rackspace Technology has been a key partner in providing secure hosting and managed cloud services for the NKR, furnishing a stable logistical management infrastructure, with support for systems and back-office capabilities. Rackspace Managed Security protects the NKR environment from advanced persistent threats and other cyberattacks.

The NKR quickly grew from 30 transplant centres to 80 transplant centres, increasing the demand on resources needed to focus on making more miracle matches while ensuring patient privacy.

"As our needs grew to protect personal health information, the first place we looked was Rackspace Technology," says Sinacore. "The database and the website that front-ends the database, which offers connectivity to all the transplant centres, is all housed at Rackspace Technology in a highly secure data facility, which is critical to our operations. We have been able to install HIPAA-compliant servers that allow us to manage the security of the data, to protect it and to measure potential outside threats from hackers. Having all of these logistical management systems built into our database and in our processes at Rackspace Technology is critical to making things work."

TAKING THE NEXT STEP

Healthcare organisations around the world have access to Rackspace Technology's multicloud expertise and full portfolio of cloud services, such as advisory services, cloud migration and adoption, private and public cloud, cloud optimisation, end-to-end security, secure storage options including Rackspace Data Freedom, next-gen DevOps as a service via Rackspace Elastic Engineering and more.

Healthcare organisations also benefit from Rackspace Technology's broad ecosystem of strategic partners, including industry leaders Dell Technologies and VMware as well as the major hyperscale providers such as Amazon Web Services, Microsoft and Google.

Private cloud and hybrid platforms from Rackspace Technology leverage the significant breakthroughs in performance, resilience and security from 3rd Gen Intel® Xeon® Processors, optimised for cloud, enterprise, high-performance, network, security and internet of things workloads.

Please visit Rackspace Technology to learn more about how your healthcare organisation can leverage a full portfolio of secure and compliant hybrid and private cloud solutions to drive your mission-critical digital transformation and IT modernisation initiatives.