

Case Study

Curing the Cost and Complexity of Remote Device Management and Azure Migration

“VIAcode has eliminated all the grunt work and noise associated with managing our IT operation, so I can focus on the important stuff. It now costs less to do more and better. For the first time, we’re able to be proactive in managing our IT operation.”

- Ivo Ivanov, Director of IT

Background

Valley Cities is a non-profit provider of inpatient and outpatient mental health, substance use disorder treatment, and support services to individuals, children and families. While the organization has a highly distributed workforce of over 500 people, the IT staff has limited resources and bandwidth. The IT team had to keep up with the demands of a distributed workforce, managing devices, providing technical support, ensuring device and system security, managing software updates and monitoring remote access to sensitive data and systems.

In addition to the complexity of supporting a distributed workforce, the organization was wrestling with the growing costs of a centralized IT function. As costs continued to increase, Valley Cities sought a solution that would streamline remote management of devices, improve IT support capacity and reduce overall IT costs.

Solution

Valley Cities conducted a thorough search to find a partner that had expertise in Microsoft Azure, experience working with clients that had a large, distributed workforce, and demonstrated the ability to cost-effectively identify and implement cost saving IT processes.

VIAcode met all of Valley Cities’ requirements and was engaged to develop and implement an integrated solution that would improve the ability for Valley Cities to support their employees, run their operation and reduce costs.

After a thorough review and assessment of the Valley Cities operations and processes, VIAcode executed on the following optimization efforts:

- Implemented Microsoft System Center Configuration Manager (SCCM) to streamline and automate remote device management.
- Provided experts to deliver a managed service for ongoing remote device management and support.
- Migrated centralized workloads to Azure.
- Optimized Azure operations, including costs, security and monitoring visibility.
- Implemented a process to continually optimize and improve the Azure environment.

Valley Cities At-a-Glance

Website: valley cities.org

of Employees: 550

Location: Seattle, WA

Industry: Healthcare

Services: Behavioral Health

Needs: Remote Device Management, Azure Migration and Management

Results: Dramatically reduced cost/complexity of IT ops and remote device management

VALLEY | CITIES
Behavioral Health Care



- Integrated an Azure cloud managed service into the existing IT operations using proprietary VIAcode technology and tools.

Benefits

With the VIAcode strategies implemented, Valley Cities no longer has to worry about unknown and unexpected problems potentially impacting their business and employees. With the help of VIAcode's managed services offerings, Valley Cities is now able to proactively manage remote user support and know that their Azure environment is continually being watched and optimized.

VIAcode's team of experts enabled Valley Cities to:

- Reduce IT operations costs for managing remote devices and centralized workloads in Azure.
- Eliminate manual work associated with both remote device management and cloud management.
- Streamline and automate IT operations and processes while adhering to Microsoft best practices.
- Improve security for users and centralized services.
- Implement policies that reduce Azure costs and enforce ongoing monitoring and optimization.

Demonstrated ROI

Valley Cities recognized an ROI on their investment in just over four months. The organization saw a measurable reduction in costs associated with both IT operations and Azure, and a significant decrease in the resources and time needed to manage their Azure operations.

About VIAcode

VIAcode provides products and services for Azure migrations, management and optimization. VIAcode has achieved Microsoft Gold Azure Certification and has over fifteen years of experience delivering solutions for Azure, SQL, Windows OS, O365, Azure SQL DB, DNS, DHCP, and NET/Java SCOM Management Packs. In addition, VIAcode develops/maintains Microsoft's Azure Demo platform that is used by thousands of Microsoft cloud solution architects, and the company works directly with Microsoft IT and product teams on the Azure portal, SCOM, Service Fabric, Azure Stack and SQL Server.

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