



CLOUDNINE CASE STUDY

Brief overview of the organization

Cloudnine Hospitals, founded in 2007, is a leading chain of maternity and childcare hospitals headquartered in Bangalore, India. Having celebrated over 36,000 births across regions, with a 2000+ strong team, Cloudnine has expanded its reach to multiple facilities across India – while continuing to maintain and even exceed international standards of care – and has definite plans to expand to reach every woman and child in India.

Cloudnine Hospitals currently operates in about 15 centers in the cities of Bengaluru, Chennai, Gurgaon, Mumbai and Pune, and possesses the capacity to handle over 1000 births per month through these centers. In addition to maternal care, Cloudnine also provides Gynecology, Pediatrics, Intensive Care, Fertility and Neonatal Care services.

Cloudnine Industry

Healthcare

Business Challenge

Cloudnine was employing expensive cloud and storage technology that was siloed and isolated; the efficiency, stability and security of its storage could do with improvement; and its latency levels were untenable.

Technology infrastructure, the bedrock of Cloudnine's business and key to its functioning and future growth, needed to be upgraded.

Addressed by NxtGen

Cloudnine adopted NxtGen's dedicated hyperconverged private cloud that helped them extend their LAN to NxtGen DC. NxtGen's customized cloud and storage technology solutions resulted in superior application response time, lower latency levels and stable storage solutions. All of which led to greatly improved customer experience.



The Business Challenge

Cloudnine's medical professionals and administrators rely on an IT environment consisting of several clinical, operational and patient care applications, with the concomitant and mandatory storage requirements. In the dynamic and evolving healthcare scenario, these application and storage demands change on a continuing basis, requiring ongoing modifications and deployments.

Cloudnine had been using a highly cost-intensive, private cloud and storage technology to support its core applications, including hospital information systems, financial applications, and ever-increasing storage need. These siloed, geographically dispersed and isolated platforms hindered clinical decision-making and business processes to a significant extent.

Moreover, in keeping with government compliance regulations, all medical records of infants and patients had to be securely stored for 21 years and 7 years, respectively. This gave Cloudnine no choice but to constantly look for more efficient, stable and secure storage solutions.

High dependency on a solid internet connection also complicated things. With the previous technology, Cloudnine hospitals were experiencing unacceptable levels of latency, with a response time of over 150 milliseconds, when their doctors were attempting to access patient-critical applications.

Cloudnine sees high volumes of customers walking in on a daily basis. Its technology infrastructure is therefore the bedrock of its business, and a key contributor to its day-to-day functioning and any future growth.

To sum up, Cloudnine was employing expensive cloud and storage technology that was siloed and isolated; the efficiency, stability and security of its storage left much to be desired; and its latency levels were untenable.

Change was inevitable, if Cloudnine was to consolidate, build upon its already considerable success and achieve its aspirations.

Transformation with NxtGen's Solution

Acutely aware of the disparity between its inadequate current infrastructure and the pressures being brought to bear on it by its everyday operations, Cloudnine was compelled to seek a more robust and reliable solution—a solution that is not only capable of readily supporting its current requirements but also its expansion plans.

A rigorous investigation, conducted by Cloudnine, of cloud computing solutions on offer in the market revealed NxtGen as a brand possessing immense promise. NxtGen's customized technology solutions addressed the core areas in which Cloudnine needed able technology support: a robust private cloud, a stable data storage and secure data protection.

Given the unmistakable suitability and aptness of NxtGen's solutions, Cloudnine willingly bucked an industry trend and readily adopted NxtGen's dedicated hyperconverged private cloud that helped them extend their LAN to NxtGen DC.



As a direct consequence, immediate results were achieved in the form of application response time dropping from the earlier 150 milliseconds to an incredible 20 milliseconds! This afforded Cloudnine's staff and doctors access to business-critical and patient-critical data—at a speed that was nearly eight times quicker than before. Additionally, this enhanced efficiency empowered the hospital to deliver prompt and quality patient experience.

Buoyed by NxtGen's Infinitevault solutions—purpose-built to Cloudnine's specifications—the organization underwent a revolutionary transformation.

Cloudnine's hospitals were equipped to now upload a virtually unlimited amount of patient- and business-related information on the cloud, without needing to worry about the ever-increasing demand for storage space. Moreover, with data writing speeds now at an incredible 1 GBPS, Cloudnine's doctors are able to quickly and efficiently save their data—on the strength of a security-rich platform which ensures the inviolability of patients' personal information.

Result

Adopting NxtGen's solutions brought about results that were immediate, substantial, highly cost-effective and undeniable.

On the dint of application response time, greatly lowered latency levels and robust storage solutions, Cloudnine was uniquely equipped to deliver greatly improved customer experience.

Cloudnine also experienced first-hand the inventiveness and utility of NxtGen's unique technology: enhanced storage space, achieved by compressing ultrasound scans by up to 40%—a feat previously deemed unattainable.

The critical advantages that Cloudnine achieved by deploying NxtGen's solutions were not just dramatic, but also measurable: a startling saving of over 70% in the IT expenditure was achieved after Cloudnine switched to NxtGen's co-location private cloud solutions.

Consequently, Cloudnine was empowered to pass on the savings to its customers, thus further enhancing the quality of their experience at the hospital—while catapulting the organization to the enviable position of being one of the most competitive healthcare chains in the country!

ClientSpeak



Jitendra Shrivastava
Senior Manager, IT

“We knew that our existing infrastructure was holding us back from achieving our objectives. We urgently required a robust, stable and secure technology upgrade.

With NxtGen's dedicated hyper-converged private cloud, customized to address our concerns, we saw immediate results: response times dropped; access to data was a phenomenal 8 times faster. Literally overnight, our efficiency shot up!

That's how you deliver the cloud to Cloudnine!”