

# Client Success

## Transforming Managed Services: How a Healthcare Insurance Company Elevated Quality with Samana

### THE CHALLENGE

This healthcare insurance company had critical workloads running on an aging virtual desktop infrastructure (VDI) that was plagued by performance issues, frequent downtime, and an outdated architecture. Despite cycling through multiple managed service providers (MSPs), they were unable to find one capable of resolving their pressing needs.

Adding to these challenges, the company was recently acquired and faced budget limitations that constrained their ability to execute an IT modernization strategy. The customer was reluctant to switch MSPs at that time due to the upcoming high-volume transaction period and the short remaining duration of the existing contract.

### SAMANA IN ACTION

Samana recommended starting the onboarding process one month before the end of the existing contract to allow sufficient time for ramping up before the customer's critical high-volume transaction season. The onboarding included:

- A thorough infrastructure assessment to identify key findings and architectural recommendations for improving the environment
- A 90-day resolution plan to address the identified issues, resulting in:
  - Reduced number of problems
  - Improved performance
- Enhanced infrastructure security

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This proactive approach led to a smooth transition from the previous managed service provider to Samana. The customer was highly satisfied with Samana's agility in gaining the necessary knowledge to effectively operate their environment.

## RESULTS

- **Proactive Identification and Resolution of Issues** - Before Samana took over the managed services operation, the internal team discovered 80% of environmental issues themselves. Now, with Samana, 90% of these issues are identified and resolved proactively, often before the customer even notices.
- **Increased Operational Efficiency** - Previously, during daily check meetings, 70% of the time was spent addressing VDI environment problems. Today, that time commitment has dropped to less than 10%, thanks to a significant reduction in issues.
- **Increased Security Posture** - Previous providers struggled to keep up with essential firmware and security updates, leaving the environment vulnerable. With Samana's proactive security alerts and effective change management processes, the VDI environment is now consistently updated and running on the most secure firmware versions.

## ONGOING SUPPORT AND VALUE

In less than a year of partnering with Samana, the customer has experienced a remarkable transformation in their environment and service satisfaction. They now enjoy peace of mind, confidently running their most critical workloads on a VDI solution that delivers exceptional performance and stability.

## CONCLUSION

Samana has been a true game changer for this customer, enabling them to enhance their environment despite budget constraints and technical challenges. With Samana's support, they are not just surviving but thriving in their operations. Experience the difference that proactive management and dedicated service can make for your business.