

Building Best-in-Class Security:

How Evolution Healthcare Secured Its Systems While Undergoing Massive Growth

Highlights



Rapid growth from 4 to 15 sites in 3 years



0 security breaches in 3 years



33% decrease in per-user IT costs with increased capabilities



35% decrease in owned IT infrastructure (including servers)



Evolution Healthcare is a leading provider of private healthcare services in Aotearoa New Zealand and Australia, currently encompassing six hospitals, four specialist day hospitals, two maternity hospitals, two mental health clinics, and a range of specialist health and well-being services.

Evolution recognised that to support their expanding business model, they needed a corresponding level of managed security services. This led the group to engage Daraco to review their existing systems and implement a restructuring strategy that could support their future growth.

Creating the Foundations: Stable & Secure Platforms

When we initially partnered with Evolution, the group had just four sites in operation. Following our review of their existing architecture, we initiated valuable enhancements to Evolution's infrastructure in order to streamline their systems and boost their security posture.

"Taking a new approach, we uplifted the group's IT ecosystem and infrastructure, encompassing

everything from how the group's 550 users—including doctors and nurses—used technology, through to the back-end technology that powered everything," explains David Cox, CEO. "We were able to migrate them from legacy IT systems to a streamlined platform that was ready for growth in just two weeks," Cox notes.



Throughout this overhaul, some of the specific changes made included data centre migrations, the implementation of Desktop-as-a-Service for secure application access (including centralised device management), implementing secure Microsoft 365 tenant configurations (including multi-factor authentication and conditional access), migrating mail to Microsoft 365, and augmenting the functionality of third-party line of business application integrations.

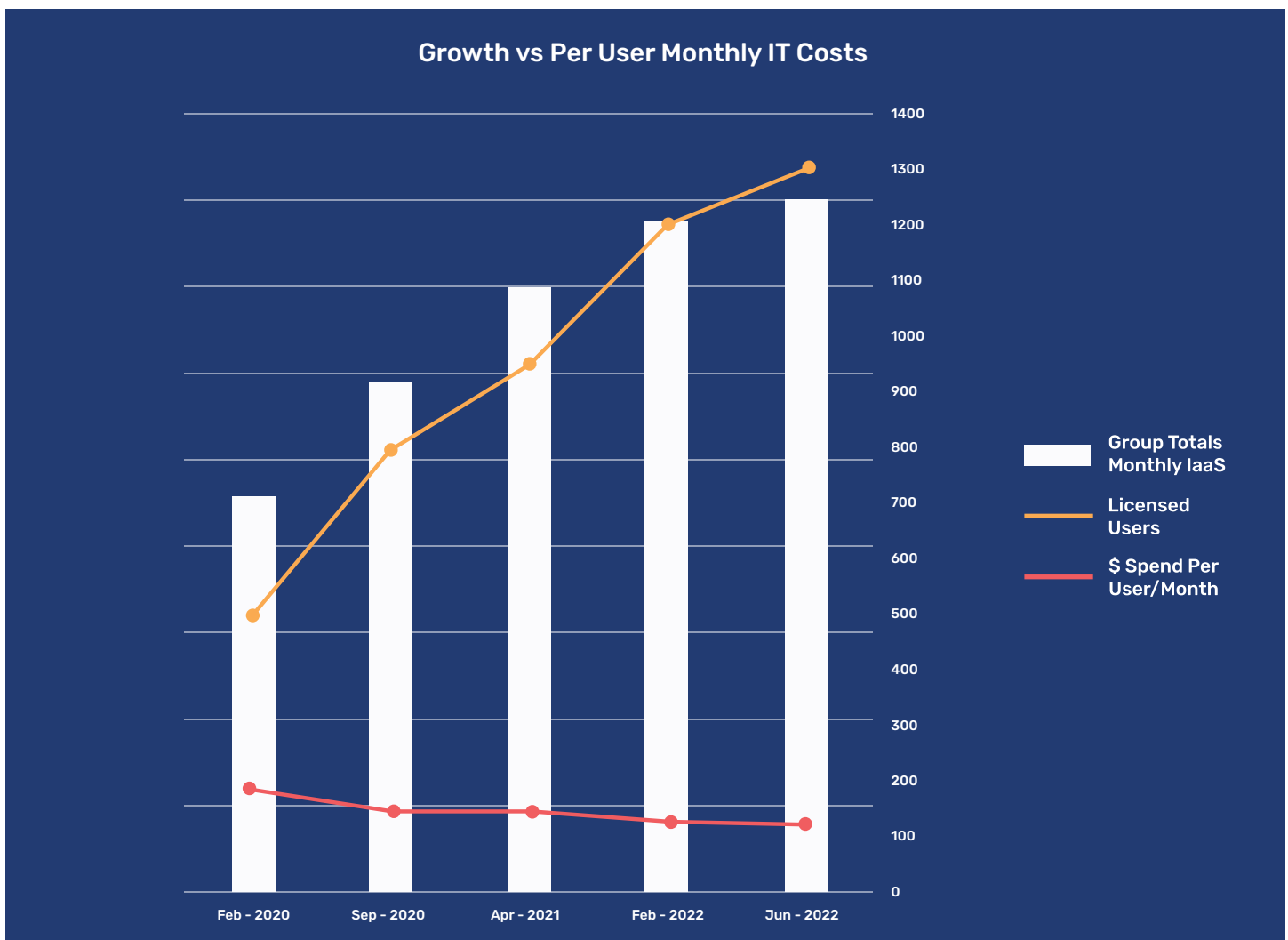
- David Cox, CEO, Daraco IT Services

A Roadmap for Navigating Rapid Growth

Since this platform work was completed, Evolution Health has experienced significant growth—expanding to 15 sites in total with roughly 1300 users. With each of Evolution’s new acquisitions, our team has supported the group with new facility network designs and installations, in addition to bringing new subsidiary organisations onto the group’s IT systems and networks.

Yet even with this growth, Daraco’s managed services have been **able to decrease Evolution’s cost per user by just over 33%. This has freed up budget that can be reinvested and refocused on making new features and functionalities available** to the group’s care teams.

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Modernising Patient & Care Team Experiences

As our managed service provider (MSP) partnership has continued, our team has proactively supported 'whole of IT' services initiatives to improve patient care and connect Evolution's care teams.

"Evolution was at a critical growth point," explains Sue Channon, Evolution's Chief Executive Officer. "This partnership has allowed us to focus on our core strength of providing exceptional care and outcomes for our patients, whilst Daraco's strength and expertise in information systems has allowed us to uphold all information securely, and implement new systems, processes, and integrations."

Leveraging our expert team, Evolution has introduced:

- **A New eAdmissions Process:** Building on systems Evolution already had in place, we further implemented the eAdmissions process that expedites the patient registration process through online check-ins.
- **Hotel-Quality Entertainment Experiences:** Since the patient experience is directly tied to referrals, reviews, and—ultimately—revenue, our team implemented an enhanced room experience that gives patients the ability to cast their phones to the screens, access popular streaming services, and browse YouTube—all in a secure manner more akin to a hotel visit than a hospital stay.
- **Simplified Electronic Medical Records Management:** Evolution's earlier records practices were largely paper-based, leading to the accumulation of rooms and rooms of documents. We provided them with an end-to-end solution to facilitate electronic records management that improves patient data security, streamlines patient care, and reduces manual tasks for care teams.
- **Secure Telehealth Delivery:** Utilising Microsoft Teams and a digital Patient Management System (PMS) Evolution already had in place, we were able to rapidly ramp up telehealth consultations for one of the group's mental healthcare entities in a secure way, shortly after the onset of the COVID-19 pandemic.

Further, thanks to work that had already been done, Evolution did not experience a drop in performance, productivity, or security when implementing workforce mobility during early COVID lockdowns. After moving their workforce to wherever they needed to be, we simply changed a users' security group that enables the required conditional access and enhanced security baselines so that they could continue 'business as usual' operations.



A Confident Foundation for Future Growth

Beyond these productivity benefits, Evolution has also gained a critical sense of confidence in their security posture when reporting to the board, as our system implementations and configurations ensure that all boxes have been ticked and that security risks have been appropriately mitigated.

“Our partnership with Daraco allows us to have a streamlined and simplistic effort into managing our information systems. This allows our staff to spend more time focusing on our patients, and less time on manual administrative tasks.

“As we acquire new businesses to our Group Daraco supports us with the implementation and management of new software, technology, and integration into our wider Group. The partnership has seen our digital integration become a standard approach in our wider integration approach,” explains Ms. Channon.



Would your private health group benefit from the peace of mind that comes from working with an expert partner?

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