Telefónica
Tech

# Telefónica Tech Helps Mizaic Move to a Future-Fit Cloud

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# PAVING THE WAY FOR AI-DRIVEN INFORMATION MANAGEMENT IN HEALTHCARE

Mizaic are revolutionising the clinician: patient experience at the point of care with their Electronic Document Management System built for the NHS, to support the journey to paperless and advanced digital maturity.

Thanks to Telefónica Tech, Mizaic now has a reliable, scalable high-performance cloud environment that supports the consistent day-to- day reliability of their software.

This will also facilitate future AI-driven innovation to advance the digital maturity of the leading NHS Trusts they support.

**For Mizaic the shift to Azure has resulted in significant improvements.**

## 25%
Reduction in support tickets and calls*

## 2min.
Speed to scale infrastructure for data ingestion reduced from 0.5 days to 2-3 minutes*

## THE CHALLENGE – A CLOUD FIT FOR LEADING-EDGE TECH

Despite being an early adopter of cloud technology, Mizaic's Chief Technology Officer knew to realise the future roadmap they needed to evolve their existing cloud foundation. Their previous cloud provider fell short in both the flexibility and range of services required.

They needed a cloud that offered the flexibility of additional services, such as native hosting for platforms like Kubernetes, and the capability to support future AI and Machine Learning applications. It was also key to be able to effortlessly scale and resize compute capacity up and down for any workload.  As recognised Azure Experts, Mizaic turned to Telefónica Tech to support the transition from their current cloud platform to an enhanced solution on Azure.

> Since moving to Azure my team has spent less team on platform maintenance and spend more time looking at enhancing the actual platform capabilities. Our support overhead has gone down resulting in manpower cost savings as well as infrastructure cost savings.
>
> Andrew Leeks, CTO, Mizaic

## SOLUTION – IMPROVING SYSTEM RELIABILITY AND REDUCING SUPPORT QUERIES BY 25%

The Telefónica Tech team swiftly helped Mizaic execute their migration plan to Azure, helping them to complete the transition within a remarkable 6-week timeframe. By rapidly designing and building a best practice Azure Enterprise Landing Zone, Mizaic was able to migrate all hospital Trust MediViewer services to the Azure platform and establish an enterprise landing zone to efficiently host multiple hospital Trusts within a single Azure tenant. Additionally, a strategic shift from the pay-as-you-go model to a CSP (Cloud Solution Provider) arrangement was also initiated via Telefónica Tech to help Mizaic gain greater value in the cloud.

Telefónica Tech's proactive setup of the Azure tenant was a testament to best practice. So much so that the Mizaic internal technical team, even though they were new to Azure, required minimal assistance during the smooth in-house migration process.

## THE RESULTS – SCALABILITY, RELIABILITY, AND SUPPORT OVERHEADS REDUCED BY 25%

When collaborating with the hospital Trusts, on electronic document management Mizaic handles a significant volume of paper documents that require scanning. Once they receive the scanned data, they integrate it into their system. In the previous cloud environment, scaling this level of compute up and down used to take half a day, but now, thanks to the greater scalability in Azure this process takes only 2 minutes.

> "We want to be able to surface any kind of content back to the clinician in an ever smarter and more efficient way. Thanks to Telefónica Tech We now have the best practice foundation in Azure to pursue our goal of harnessing AI and data analytics and advancing our solution."

**Andrew Leeks, CTO, Mizaic**

## THE OUTCOMES

- **Infrastructure & Support Cost Reduction:** The shift to Azure led to a 25% decrease in support queries, resulting in manpower savings as well as infrastructure efficiencies.

- **Greater Reliability:** The adoption of Azure led to improved platform manageability and increased reliability. Strengthened underlying hardware and enhanced efficiency in the virtual layer were key factors in boosting reliability levels.

- **Scalability:** Scalability times were reduced from half a day to 2-3 minutes. Azure's flexibility and scalability capabilities allowed for seamless adjustments in data ingestion to match fluctuating demand. Additionally, the team is now able to roll out new Azure services seamlessly.

- **Time for innovation:** The team now dedicates less time to platform management and more to improvements and enhancements.

# OUTCOMES SUMMARY

- Support tickets and calls were reduced by 25%
- Speed to scale infrastructure for data ingestion reduced from 0.5 days to 2-3 minutes.
- Improved platform manageability and reliability
- Rapid 6-week migration to Azure

*Any time not spent searching for information is more time spent with the patient. So having an underlying infrastructure that supports the consistent reliability and performance of our software is vital. The Azure Enterprise Landing Zone built by Telefónica Tech gave us the best practice building blocks to migrate to Azure in a record 6-week timeframe.*

**Andrew Leeks, CTO, Mizaic**