



CASE STUDY:

LONG ISLAND PLASTIC SURGICAL GROUP, PC

Leveraging world-class Colocation, data connectivity, Cloud Storage and Disaster Recovery services inside its Tier III, HIPAA and SSAE 16-compliant NY1 data center, as well as the support of technical specialists dedicated to custom, fully managed solutions for complex healthcare infrastructures, Webair supplies the servers, software, bandwidth, management tools and secure space necessary for Long Island Plastic Surgical Group, PC's (LIPSG's) continued operation – both during its Garden City, NY office renovation and today.

BACKGROUND

For plastic surgery practices, the primary focus is on improving the lives of patients with surgical and non-surgical cosmetic procedures. These healthcare providers rely on technology and innovation to provide their patients with the highest level of care possible. Due to this industry's rapid evolution and advancement, plastic surgery practices must ensure that their IT solutions are able to keep pace, as well as adapt to growth and change.

For over 65 years, LIPSG has provided comprehensive patient care, and has performed advanced reconstructive and cosmetic surgical procedures for over half a million patients. It performs surgical and non-surgical procedures, trains plastic surgeons in the latest methods and technologies, provides medical spa services and contributes pro-bono life-altering surgeries for people in need. LIPSG's mission of providing the highest quality care and improving the lives of its patients requires the support of an advanced IT infrastructure. During this time, LIPSG also developed the need for a provider of Disaster Recovery (DR) seats to ensure it could maintain operations and uphold its standard of patient care while performing extensive renovations at its Long Island, New York facility.

THE CHALLENGE

LIPSG is a private practice with 20 providers. It maintains a large volume of secure patient records that must meet mandated HIPAA regulations, operates billing systems, manages patient care, and runs a 24x7x365 emergency hotline for the urgent needs of its patients. As a large practice, its IT requirements are extensive. The practice requires a reliable, secure, HIPAA-compliant and always-on environment complete with optimal network connectivity, data storage and backup to support its email, Electronic Medical Record (EMR), health communications and billing systems.

The practice also needed to keep all of its IT systems running without interruption during its year-long office renovation. This required temporary office space complete with DR seats for critical employees. The space had to be fully integrated with Internet, network and phone connectivity. LIPSG also required its DR location to be fully monitored and secure, with various layers of physical security and access control systems. Furthermore, the healthcare company sought an organization capable of providing a secure connection back to its Garden City location to access LIPSG's EMR system, which is the crux of its operation. Lastly, LIPSG required a provider with 24x7x365 on-site support capabilities to maintain business continuity and ensure the surgical group's ability to address emergent patient needs with the same efficiency and ease as it had at its original location.

THE SOLUTION

LIPSG selected Webair's NY1 facility and DR seats to support its daily operations. As Long Island's most secure, fully redundant data center, NY1 provides LIPSG with ample power, services and support. The facility's multi-layer physical and virtual security systems also offer LIPSG the secure infrastructure it requires to process patients' sensitive data. Furthermore, Webair provides the healthcare institution with access to world-class data connectivity, Cloud Storage, Disaster Recovery-as-a-Service (DRaaS) and Colocation services available at its NY1 data center facility.

LIPSG selected Webair for its reputation for effective services, unique expertise and ease of working with its staff, in addition to its ability to host the large volume of employees that the practice needed to relocate. The DR facility offered highly usable space for operations, complete with an attractive, comfortable atmosphere for LIPSG employees. Webair's NY1 facility and DR space also proved more practical and cost-effective to LIPSG than relocating its staff to surrounding office locations or rented, external workspaces.

Webair served as a single-source provider of all the necessary planning, logistics and technical support required to move LIPSG's operations into its DR facility. This included efficiently setting up DR seats, computers, equipment, printers, ports, phone systems and high-bandwidth Internet connectivity for 30 essential LIPSG employees, as well as deploying the necessary infrastructure for a Virtual Private Network (VPN) connecting Webair to LIPSG's Garden City location to allow its staff secure access to the practice's EMR system. Even when LIPSG's remodeling schedule shifted due to permitting and logistical delays, Webair was flexible in accommodating the unforeseen and moved quickly as the situation required.

RESULTS

Given the on-demand, unpredictable nature of both LIPSG's relocation project and daily operations, working with Webair helps ensure that any necessary changes can be accommodated quickly and cost-effectively without the practice having to contact multiple vendors. The benefits of leveraging Webair as LIPSG's single-source provider also encompass ensuring that all parties have only one set of specific triage, escalation levels and processes in place to minimize confusion and quickly remediate any issues if they do arise. In addition to ensuring a seamless transition between IT sites, Webair enabled LIPSG to successfully run its daily operations from the DR location with ease and zero business interruptions.

In addition to helping LIPSG maintain secure, uninterrupted IT operations during its renovation, Webair also offers the practice access to a variety of Colocation, VMware and Zerto-powered DRaaS and Cloud solutions as it continues its business growth.

To learn more about Webair's Colocation, data connectivity, Cloud Storage and DRaaS solutions, visit www.webair.com.

About Webair

Headquartered In New York for over 20 years, Webair delivers agile and reliable Cloud and Managed Infrastructure solutions leveraging its highly secure and enterprise-grade network of data centers in New York, Chicago, Los Angeles, Montreal, London, Paris, Amsterdam, and Singapore. Webair's key services include managed Hosted Private Cloud, Virtual Private Cloud, Disaster Recovery-as-a-Service, Off-site Backups-as-a-Service, Virtual Desktop Infrastructure (VDI), and Colocation.

Webair services can be delivered securely via direct network tie-ins to customers' existing infrastructure, enabling them to consume SLA-backed solutions with ease, efficiency, and agility - as if they were on-premise. With an emphasis on reliability and high-touch customer service, Webair is a true technology partner to organizations spanning a wide range of verticals including healthcare, finance, banking, legal, education, government, and enterprise businesses. Because Webair focuses on its core value of owning managed Infrastructure within its own facilities, it is also an ideal cloud solution provider and business partner for VARs, MSPs, and IT consultants.

“When you think about today's providers, you realize that any company can copy technologies. What truly makes an organization unique is its employees and ability to leverage those technologies to solve complex business challenges. Webair is one of those companies; its staff is knowledgeable, accessible and a pleasure to work with. I am happy to have met them and look forward to continuing our business relationship in the future.”

-- Harry Rivera

Director of IT, Long Island Plastic Surgical Group,
PC (LIPSG)