

National Health Care Institute opts for Solvinity to ensure continuity



Outsourcing process wins Best Team Performance award

AMBITIONS AND CHALLENGES

- Continuity, the highest social priority of the National Health Care Institute (Dutch: Zorginstituut Nederland)
- Increasing IT complexity and strict BIO (Government Information Security Baseline) security requirements
- Choice between new capital investment (Capex) or operational costs (Opex)
- Relatively small IT team with many external employees
- Completely on-premises infrastructure

The National Health Care Institute is an organisation of great social significance. It ensures that the Dutch care system, regarded as one of the best in the world, retains its high quality and is accessible and affordable for all. In its Multi-annual Policy Plan 2018 - 2022, the Health Care Institute incorporated several objectives aimed at keeping care affordable, improving care and making it available more quickly. Furthermore, the Health Care Institute strives for a better information provision to citizens allowing them to make their own choices regarding their health. In order to realise these ambitions, information management is of essential importance. Stable and secure IT systems are crucial.

Continuity above all

In respect of the IT facilities of the National Health Care Institute, continuity is the most important requirement. The Health Care Institute's own IT team did an excellent job in this regard for many years, emphasises Cees Horvers, Manager CIO Office at the National Health Care Institute. At the same time, however, the team's capacity was limited, resulting in an increased use of the services of external specialists. Out-of-date equipment and the growing complexity of the IT landscape slowly made its management increasingly difficult and more expensive. In order to stay ahead of longer-term challenges, the Health Care Institute's IT Department decided to adopt a directing role and outsource the management of the IT infrastructure. 'This gave us the opportunity to focus on our core tasks which, in addition, enabled us to exchange investments in new hardware for predictable operational costs', according to Horvers.

“ Outsourcing gave us the opportunity to focus on our core strengths and to exchange investments in new hardware for predictable operational costs. ”

Cees Horvers, Manager CIO Office, National Health Care Institute

SOLUTIONS

- Outsourcing
- Managed Application Services
- VDI Hosting
- Private Cloud Environment
- Dedicated Storage
- Dual Data Centre (disaster recovery)
- Security & Compliance

The National Health Care Institute previously utilised a privately owned on-premises data centre. In the new situation, the Health Care Institute wanted to house more than one hundred virtual machines, more than one hundred applications and hundreds of virtual workplaces in the data centres of an experienced external specialist. In view of the future and the government's security requirements, the Health Care Institute started looking for a partner with a proven record in the fields of information security and continuity. Solvinity won the tender with a suitable solution that included dedicated storage and a private cloud environment in a dual data centre to also ensure operational continuity under extreme circumstances.

RESULTS

- Continuity guaranteed
- Predictable operational costs for the next 5 years
- Transition process without significant incidents
- Excellent collaboration between both IT teams
- Staff award for Best Team Performance 2020



ABOUT THE NATIONAL HEALTH CARE INSTITUTE

The National Health Care Institute encourages the quality, accessibility and affordability of our health care so that every citizen retains access to good-quality care at acceptable costs. The National Health Care Institute is driven by the motivation that all 17 million Dutch inhabitants must be ensured of good care. No more and no less than necessary. In addition, the Health Care Institute fulfils a growing role in data and data exchange, and this not only regarding the traditional Health Care Insurance Act and Long-Term Care Act, but also in view of the Social Support Act and Youth Care.

ABOUT SOLVINITY

Solvinity provides Secure Managed IT Services for organisations with high security requirements. With innovative cloud solutions, outsourcing, managed hosting and Lango Workspace, Solvinity supports the government, municipalities and leading organisations in financial and business services in their digital transformation. In addition, the company provides CI/CD, container technology and "Stretched" DevSecOps solutions for software developers. The organisation has distinguished itself with very high standards for cyber security and certifications according to (inter) national standards such as ISO 27001, ISO 14001, ISO 9001, SOC 1 & SOC 2 (including Azure) and PCI/DSS. In 2020, Solvinity achieved an annual turnover of 50 million euros with 300 employees.



A perfect partner

'IT is the work of humans. We were looking for a partner of a comparable size and emotionally close to our own organisation', elaborates Project Manager Guido Scheenhart, who supervised this process together with Cees Horvers. 'Solvinity may not have been the cheapest but that wasn't our main requirement to begin with.' The way in which Solvinity responded to the tender, with clear information and a good presentation, was what clinched the deal.

A start was made with the Lift & Shift migration in September 2019, which was completed within 4 months, without exceeding budget and planning. 'We ultimately finalised completion in March after a few follow-up issues,' shares Scheenhart, 'but we can definitely state that, in general, the migration ran an incredibly smooth course.'

“ Solvinity's team matches the Health Care Institute's culture perfectly. We have the same work ethic and motivation. It feels very close, fast and efficient. ”

Guido Scheenhart, Project Manager, National Health Care Institute

An easy transition due to good preparation

By now, Solvinity has supplied various management & control facilities that include vulnerability tests, extreme recovery tests, logging, hardening and a clear (security) patch process. The dual data centre solution, set up especially for the Health Care Institute, features a secure network infrastructure housing more than one hundred virtual machines and hundreds of virtual workplaces. The applications and workplaces fall under the management of a dedicated client team at Solvinity.

'Solvinity's team matches the Health Care Institute's culture perfectly', adds Scheenhart. 'We have the same work ethic and motivation; not that nonsense of "just submit a change ticket" but dealing with it straight away. Knowing that we can easily contact someone in the evening, if necessary, means a lot to us.' On the other hand, Horvers knows that the National Health Care Institute did an excellent job of preparing the migration. 'We have prepared for this process for one and a half to two years and our IT has always been in good order.' The result being that Solvinity, who always makes strict demands of the environments it migrates to its own data centres, hardly encountered any surprises during the transition. 'We have a good insight into our infrastructure', says Scheenhart. 'All components have always been timely patched and updated where and if possible. 'This also contributes to a substantially easier transition.'

An award-winning transition

Meanwhile, the Health Care Institute and Solvinity have completed the first year of the management phase and both parties are still extremely satisfied with the collaboration. The teams consult on a weekly basis but also know how to find each other ad hoc. 'We collaborate with their engineers on an almost one-on-one basis; it feels very close, fast and efficient. We would have preferred to regularly visit each other but that, unfortunately, is impossible at the moment due to corona', shares Scheenhart. Nevertheless, both parties ensure regular tactical and strategic consultations, while the architects keep in close touch with each other as well. Furthermore, Solvinity organises additional sessions for engineers and employees around themes such as Security & Compliance, Innovation and Customer-satisfaction.

The biggest compliment may be the fact that the National Health Care Institute's IT team won the staff award for Best Team Performance in 2020, for the way in which the entire organisation was included in the transition to a new way of working and the excellent communication regarding the project. 'Solvinity deserves that award as well', continues Horvers. 'Despite the good preparation a change like this is still quite nerve-racking. It says a lot when end users in particular subsequently reward you in such a way. We can all be very proud of that.'