



LEXEL DELIVERS FOUNDATIONS FOR RADIUS CARE'S DIGITAL TRANSFORMATION

New Zealand owned and operated Radius Care is at the forefront of aged care innovation. With 22 locations, 1500 staff and 1700 residents nationwide, the company is one of the largest and best providers of aged care in New Zealand. The company combines the latest, state-of-the-art facilities, services and practices with good old fashioned, down-to-earth Kiwi values and standards.

Embarking on any digital transformation initiative depends on first getting the foundations right. When aged care provider Radius Care set about modernising multiple aspects of its administrative systems, it looked to IT solutions provider Lexel Systems to scope and implement an HPE infrastructure solution.

As a result, Radius Care today enjoys reliable, scalable and secure infrastructure which serves as the basis for its digital operations. Fully designed, delivered and supported by Lexel, the robust systems are built with business resilience in mind.

Situation

Digital transformation is about doing daily tasks better, more efficiently and without the paperwork which in the past was crucial to any business. With the introduction of a new on-premise software application (eCase) to move away from an aging legacy application and paper process, it soon became apparent to Radius Care that its existing IT infrastructure wasn't up to the task. "We were working with a small IT provider but had reoccurring issues with unexplained performance and system problems. This was an effective weak link in our transformation ambitions," explains Managing Director, Brien Cree.

Initially, Radius Care had opted to go to market by way of an RFP to seek a new IT partner that was aligned to their business size and requirements. Lexel was the selected partner and were engaged to implement Managed Services support and a Managed Backup & Recovery solution.

OVERVIEW

The need

To move away from an aging legacy application and paper process, Radius Care introduced a new on-premise software application (eCase). However, the existing IT infrastructure wasn't up to the task. They experienced reoccurring issues with unexplained performance and system problems. This was an effective weak link in its digital transformation ambitions.

The solution

Lexel's proposed platform was a full HPE solution stack hosted in a datacentre comprising of HPE servers, HPE Nimble storage and HPE Aruba network switches. Radius Care approved the proposed design, delivery and support of the new infrastructure platform, which was then successfully implemented.

The benefit

Modern technology means Radius Care has highly available and scalable infrastructure, eliminating outages and delivering instantaneous application response. As a managed system, all aspects of managing the platform are taken care of by Lexel, while 24x7x365 support means the inevitable issues which crop up with hundreds of concurrent users are rapidly resolved.



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However, soon after Lexel had implemented the Managed Services support, it quickly became apparent that the existing infrastructure was misconfigured, had significant performance issues, lacked capacity, and wasn't suitable to meet business requirements. The systems were unreliable and caused a significant number of unpredictable major systems outages.

Solution

After Radius Care had been onboarded to Lexel's Managed Services, it was clear for Lexel to see why the existing infrastructure platform was not coping with the workloads. Lexel worked closely with Radius Care to understand the current and future business requirements, then worked through the various options with Radius Care. This consultation process resulted in a proposal to fully refresh the infrastructure and virtualisation platform.

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"We liked the fact that Lexel quickly understood our business requirements and responded with a complete solution covering all the required elements for a reliable and dependable infrastructure platform," says Steven Heesen, Radius Care General Manager Commercial Services. "As a single-sourced solution, this provides confidence that we'll enjoy the best possible support from a recognised market leader."

Lexel's recommendation of HPE technologies was based on the vendor's pedigree, systems which met (and exceeded) performance and scalability objectives, and the availability of vendor support. With the implementation of the HPE solutions, Radius Care's IT environment was migrated from on-premise to remote hosting in a purpose-built data centre.

To better support the mission critical business requirements of eCase, the project also included an upgrade to SQL Enterprise including High Availability. Further, all virtual servers were rebuilt to ensure best practice configuration and to upgrade to the latest revisions.

Results

The best IT infrastructure systems are all but invisible to the people who really matter: application users. That's what Lexel has achieved for Radius Care, with back-end solutions which seamlessly and continually support eCase and other applications used in day-to-day operations.

"eCase is revolutionary as it digitises the many administrative aspects of quality care delivery," says Jane Smart, Chief Operations Officer. "It achieves efficiency for caregivers, so they can focus more on residents and less on admin, and that means improved service for our residents. But none of that would be possible if eCase wasn't resting on a highly available, best-practice and supported infrastructure – and Lexel has delivered the solid foundations we now work from."

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aspects of managing the platform are taken care of by Lexel, while 24x7x365 local NZ support means the inevitable issues which crop up with hundreds of concurrent users are rapidly resolved.

Crucially, the system also provides headroom for Radius Care's growth ambitions; as it establishes new aged care facilities around the country, the infrastructure is ready to add new eCase users with ease. "We're in an optimal position to grow organically without service disruption for residents and staff. It's technology as it should be – supporting our people rather than getting in their way," Heesen concludes.

Benefits at a glance:

- Prior slow system performance is no longer an issue
- The software which sits upon the environment is now updated and correctly configured
- An upgrade was made to the SQL environment to make data highly available with load balancing and replication
- Their new IT infrastructure integrates seamlessly with the eCase software systems
- Lexel Managed Services proactively manages the environment to maximum uptime and ensures tight integration into the Managed Backup and DR solution.
- The Lexel Service Desk provides 24x7x365 local NZ support to the end users
- The Lexel Field Services team provide nationwide onsite support as needed
- The Lexel Client Delivery Team provide proactive reporting and continuous improvement advice to Radius Care, as well as VIP extra care
- A mobility uplift with all caregivers being provided with access to laptops to capture resident information and medical details
- System outages and downtime have been reduced significantly
- The system is fully scalable to new sites being implemented across the country
- Radius Care has achieved significant milestones towards their Digital Transformation and the Modern Workplace goals



STEVEN HEESSEN,
GENERAL MANAGER,
COMMERCIAL SERVICES
RADIUS CARE

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Lexel is a New Zealand owned provider of ICT services and solutions to business. We focus on maximising business performance by using industry leading expertise and solutions to streamline IT infrastructure. Thirty years in the IT business, Lexel is a known and trusted partner.

Lexel specialise in providing solution consulting, infrastructure design, implementation, project management, outsourcing, support services and procurement. To deliver this wide range of services, Lexel Systems has partnered with the main technology providers in NZ and have secured the highest level of certifications possible with each of these partners.