

Advancing Healthcare with Automation

WWT and Red Hat empower clinicians to save healthcare organizations millions.

Unreliable technology systems cost healthcare organizations millions.

Every day, frontline healthcare providers make critical and urgent clinical care decisions that impact the health and well-being of their patients. These providers rely on timely and complete access to Electronic Healthcare Records (EHR) to inform, diagnose, and treat their patients effectively, regardless of whether patients seek care at a hospital, clinic, lab, imaging facility, urgent care center, mobile care unit, or pop-up location.

Unfortunately, technology system downtime routinely delays or inhibits healthcare providers' access to EHRs, limiting the quality of care they can provide and frustrating top medical talent to the extent that they leave their organizations.

According to KLAS Research, EHR system responsiveness and reliability are top factors in healthcare provider satisfaction, and unreliable EHR access leads to increased turnover that costs healthcare organizations \$50K+ for each Registered Nurse (RN) who resigns ([Becker's](#)) and up to \$1M for each physician ([American Medical Association](#)) who resigns.

Reliable EHR access throughout a healthcare organization's reach improves RN and physician retention at a **savings of ≈\$30K** during each interview process alone and prevents the immeasurable revenue losses that result from the lack of sufficient providers to meet patient demand.

Key factors that prevent healthcare providers from reliably accessing EHRs:

The information networks and technology systems that store and deliver patient data to providers become increasingly more complex and inconsistent as healthcare organizations:

- Update and expand their technology systems.
- Acquire new technology systems to incorporate various care facilities into their environments.
- Continuously refresh and refine their technology systems to comply with the policies and regulatory guidelines that prevent sensitive data breaches.

The teams that support technology systems at various clinical facilities often use manual workflows to deploy, manage, and refresh technology components, and these workflows cannot scale to keep up with ongoing and increasing organizational demands.



Harnessing the power of technology automation to stabilize and optimize EHR access.

World Wide Technology's (WWT) Scaled Edge Automation (SEA) solution enables ongoing reliable and scalable technology services to clinical facilities, enabling healthcare providers to give their patients the most informed and personal care possible anytime, anywhere.

The SEA solution reinvents the way technology teams deploy and manage the systems that support EHR access, allowing these teams to:

- Provision, reprovision, and de-provision bare-metal technology systems and services rapidly, reliably, and repeatably for all sizes and types of healthcare facilities.
- Manage an organization's Information Technology (IT) configuration lifecycle at a massive scale while relieving strain on technology teams.
- Codify and standardize the configuration intent of technology systems throughout an organization using abstracted configuration data, which preserves investments in technology systems from different manufacturers.
- Use automated tests and continuous delivery techniques to eliminate configuration errors that cause system downtime.
- Easily understand and predict the ongoing cost savings associated with automated technology lifecycle management.

The power of the SEA solution is built on the combination of the WWT Advanced Technology Center (ATC), Red Hat® Ansible® Automation Platform (AAP), and WWT's automation consulting services.

[WWT's ATC](#) is a dedicated, hybrid cloud technology ecosystem that allows organizations to design, build, test, and deploy integrated, real-world solutions using the power of over \$500M of technology systems from more than 200 of the top technology companies in the world; all without the costs, risks, and delays associated with using a healthcare organization's internal development and testing resources.

Red Hat Ansible Automation Platform (AAP) is the centerpiece for delivering integrated, collaborative, scalable, and secure technology services to all technology teams within an organization, using a simple and well-manifested format for writing reusable automated workflows.

[WWT automation consultants](#) use their years of experience working with the largest organizations in the world to understand the unique challenges, needs, and priorities of each of their clients.

WWT's ATC resources allow our automation consultants to rapidly develop and deliver automated workflows with Red Hat Ansible Automation Platform (AAP) that reduce technology spending overhead, enabling healthcare providers to focus on caring for their patients without being bogged down by technology obstacles.





WWT can help deliver tangible and measurable value from automation in as little as 12 weeks, establishing a baseline for the expanded use of automation.

Weeks 1-4

- Perform detailed technology environment analysis.
- Identify candidate workflows and use cases for automation.
- Develop a prioritized backlog of automation features for development.

Weeks 5-6

Automation platform architecture design including:

- Enterprise systems integrations.
- Source of Truth (SoT) and inventory management.
- User interface and experience.

Weeks 7-8

Custom development environment build in WWT's ATC:

- Supports rapid feature development and testing within a safe domain.
- Reduces risks associated with building code in customer environments.

Weeks 9-12

- Agile, sprint-based automation feature development.
- Biweekly feature development progress demonstrations.
- Early Proof of Concept (PoC) and Minimum Viable Product (MVP) delivery.
 - Demonstrates rapid automation value to the organization.

Ongoing

WWT can optionally continue to develop automated workflows from the feature backlog at a fixed per-sprint price with monthly invoicing in a pay-as-you-go model.

Real-world results:

A large healthcare organization within the United States partnered with WWT to standardize and automate the provisioning, configuration, and ongoing management of their technology systems in 300+ clinical care facilities. The intent of the project was to:

- Implement the technology healthcare providers and clinical staff throughout the organization need to:
 - Access EHRs quickly and reliably.
 - Reduce provider frustration and the cost of having and filling vacant provider positions.
 - Improve the ability of providers to deliver high-quality care.
- Create a consistent and reliable experience for healthcare providers and clinical staff such that working in any clinical facility would be simple and familiar.
- Reduce the burden on technology support staff by using:
 - Red Hat Ansible Automation Platform (AAP) workflows to provision, configure, and manage the lifecycle of clinical technology systems.
 - Infrastructure as Code (IaC) techniques to produce scale, simplicity, and predictability.
 - Automated testing to improve system uptime stability.

The engagement resulted in the healthcare organization lowering its technology operational costs by **31%** and reducing instances of downtime by **93%**.

Start your automation journey today! →



About World Wide Technology

World Wide Technology is a global technology solutions provider with more than 30 years of experience partnering with leading technology manufacturers, cloud providers and Fortune 1000 companies.

We bring a center-of-excellence approach to automation that helps project teams achieve quick wins while aligning efforts to a business strategy. This combination of strategy and execution helps organizations gain visibility into critical data and processes, create new experiences for customers and employees, simplify operations, and drive efficiencies across the board.

We create automation solutions that move businesses forward so you can make a new world happen.

[LEARN MORE ABOUT WWT →](#)

About Red Hat

Red Hat is the world's leading provider of enterprise open-source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open-source communities, Red Hat can help organizations prepare for the digital future.