



EXECUTIVE INTERVIEW

Designation	Chief Technology Officer
Country	UK
Sector	Healthcare

Interviewer:

To what extent does your organisation use the services of an MSP and in which areas of IT? To manage all your IT? To run projects on ERP, virtualisation, SD WAN, Azure Stack, cloud migration or infrastructure, for example?

Respondent:

We have recently updated our portfolio of MSPs. Just last year we secured a very big deal to provide VDI (Virtual Desktop Infrastructure). Its services support us in managing our entire back-office systems, including clinical and social care with minimal internal effort. This also gives us the power to manage everything centrally.

Interviewer:

How has this helped in terms of cost benefits, such as removing capital expenditure, coping with skills shortages or with meeting specific targets, such as a merger or acquisition or perhaps a new product launch?

Respondent:

Due to the previous decentralised system, it used to be difficult to run agile operations and our healthcare staff were wasting a lot of time logging in and out of different systems to provide services to patients. Now, as this is a scalable solution with a single sign-on and sign-off, professionals can pay more attention to tasks at any given time. Everything is so visible and now IT service and care go hand in hand.

Interviewer:

What other factors do you envisage influencing your decision on employing MSP services over the next 12 to 18 months? For example, opening offices in new regions, impending regulatory changes (if so which?) or necessary technology change (if so what?). How will an MSP help you overcome this particular challenge? I.e. What do you see are the key benefits of using an MSP for your organisation in the next 12 to 18 months?

Respondent:

We have successfully implemented MSP services. We have experienced no setbacks and our efforts were to centralise the system. With the support of our service provider, we can now focus on our core activities and we do not have to worry about any IT systems. We have a small IT team now which can focus and manage the overall IT workflow. We have rolled out these operations across most

of our offices. A lot of money has been invested to make things simpler. With this in hand, we can now dedicate our knowledge to where it's most useful. The solution has been in place for a while and we are reaping the benefits since its implementation with no issues at all.

Interviewer:

What are the biggest pain points for your internal IT team? Skills shortages, too many IT projects, lack of management understanding, too much IT complexity? Maybe something else? How damaging could this be to your organisation and why? Has it ever lead to failed IT projects or to over budget projects?

Respondent:

Our skill sets were not up to the mark and we were very late in realising this. Issues regarding our skill sets were not helping us but this has now been dealt with and the situation has improved. As an institution, we care for a huge number of patients. We were unable to make the correct calculations before, regarding fulfilling on-going service demand. Our current IT management solution is very resilient. Our IT skill sets or management was to an extent an issue; however, it has not damaged our reputation. Our earlier infrastructure was not suitable for our needs. Now the solution has a stronger interface, and is more secure.

Interviewer:

How is your organisation managing its data, on premise, in the public cloud, both? Do you envisage a shift in strategy over the next 12 to 18 months and if so how and why and where do you see an MSP helping you?

Respondent:

Our cloud is less hybrid cloud than private cloud. We are operating under our current contract for another couple of years and then we plan to undertake more services with MSPs.

Interviewer:

In terms of percentage, how confident are you that your existing IT strategy is working well and where do you think it could be improved? Do you think there are aspects of IT that will never truly be managed well internally and will always require the expertise of an MSP? If so what? (Security? Cloud? Infrastructure?)

IDG Connect Interview Transcript

Respondent:

It's been a year since we made changes, and we are satisfied. There are a few other areas we are still thinking about, especially data storage. I would say we have 80 per cent confidence in the work we've done. Every day we see changes happening in the technological world. To focus on our core areas, we need to outsource what we don't know about, such as infrastructure management. But we can't ask a third-party provider to access our customers' data; that is the one thing we can't give to our service providers.

Interviewer:

What aspects of IT in your organisation do you think should always be managed internally and not by an MSP? Are there any external or internal factors that could challenge this, such as skills shortages, M&A, business consolidation or regulation? If so what?

Respondent:

We have internal security and data teams. However, we make sure our partners are reliable and capable of saving us from potential threats, providing services 24x7, 365 days of the year. Data is stored on our internal servers. Maybe in a few years' time, we might keep our data secure in some other place.