PRESS GANEY®

ACCELERATING HEALTHCARE OUTCOMES THROUGH A SELF-SERVICE ANALYTICS PLATFORM

Challenge

Press Ganey works with more than 41,000 healthcare facilities in its mission to enhance caregiver resilience by improving the overall safety, quality, and experience of care. With customer experience at the core of its mission, the client team wanted to design a cloud-hosted, self-service platform that would give providers access to dashboards with insights and advanced analytics. This platform would help providers improve safety, clinical excellence, workforce engagement, and the patient experience.

Press Ganey looked to Prime TSR, a ConvergeOne Company to help drive transformational change with a new digital analytics and reporting platform. As part of the solution, Prime TSR, a ConvergeOne Company needed to design a system that would support the application and a team of 130 engineers who manage it.

Solution: A Digital Analytics + Reporting Platform

Prime TSR, a ConvergeOne Company's experts brought the discipline, skills, and architectural knowledge to advise the Press Ganey executive, technical, and business teams on the best way to move forward in the short- and long-term. The new digital analytics and reporting platform was designed with modern cloud architecture and automated DevOps processes, along with fast data visualizations, that allow Press Ganey to add additional features faster while enabling more powerful analytics capabilities for its customers.

When Press Ganey planned on adding a new service line to its portal, it needed a consistent, efficient technology and business process to deliver this functionality to its customers. The process needed to be simple and perform at the highest level possible, regardless of consumer demand. To achieve this goal, Prime TSR, a ConvergeOne Company architected a new, automated, and cloud-based process that allows Press Ganey to add new service lines to its portal while increasing the productivity of its business and IT teams.

The standardized processes allows Press Ganey to deliver higher quality software faster and more reliably. With Prime TSR, a ConvergeOne Company's help, Press Ganey has achieved an on-demand, scalable cloud infrastructure. Even if its customers add thousands of users to the platform, the platform is ready for it.

Planning for Business Continuity

Prime TSR, a ConvergeOne Company also created and executed a disaster recovery plan to support Press Ganey's services, databases, applications, and virtual machines:

- Utilized geo-replication to mitigate data loss during an outage

- Deployed apps to disaster recovery as part of the production pipeline

- Used hot and cold instances for Press Ganey's virtual machines, as well as Azure Site Recovery in some instances

Results

In just six months, Press Ganey was equipped with a deployment pipeline, configuration management tools, disaster recovery, and processes that would allow for automated deployment and testing in the cloud.

Together, Press Ganey and Prime TSR, a ConvergeOne Company architected and built the platform to enable Press Ganey's clients—many with thousands of employees and hundreds of data points—to analyze multiple data points with accessible dashboards.

Now, executives have immediate access to overall organization performance and can do a deep dive on individual departments to see how things are progressing. Customers are getting deeper data than ever before, and this will enable leadership to make transformative decisions.

Align Your Business Goals and Objectives to Cloud Adoption

A Cloud Strategy Workshop will help you gain insights into your current environment, while also accelerating business and innovation using a cloud strategy.

Get started now:
convergeone.com/multi-cloud-workshop

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