



CASE STUDY LABWEST

Leading the way in medical research



The spark that led LabWest to lead the way.

"Our critical infrastructure serves a large region and requires a highly secure network, with confidential data that needs to be accessed and modified from multiple locations. In addition, the data has to be available 24/7; if research results cannot be shared or applications to process tests are unavailable, the care process stops, which can have devastating effects. Therefore, we needed an IT service provider that could migrate all our IT infrastructure and provide the end-to-end support necessary to meet our needs."

Jeroen Simonis, Manager of the Support Office at LabWest



ABOUT LABWEST

The leading light in medical research

Since 2011, hospital laboratory LabWest has been the leading organisation in serving hospitals in and around The Hague. The organisation analyses over 600.000 samples a year and creates around four million comprehensive analyses per case, helping all kinds of different healthcare professionals to make correct diagnoses and determine the right treatment processes.

8
Years in
business

180+
Experienced
employees

3
Merged medical
instances

4
Million tests
per year

600.000
Blood collections
per year



Lab results
need to be
available 24/7

CHALLENGE

In need for a strong foundation

LabWest fulfils a critical role in the treatment process of patients. In order to realise this, the data and mission-critical applications of the laboratory must be available 24/7. When research data, such as test results, cannot be processed or accessed, the care process grinds to a halt, which can have devastating implications. LabWest needed an infrastructure they could build upon, so they turned to Sentia to set up and maintain a secure network and associated data centre.



SOLUTION

Infrastructure to count on

Sentia designed and runs the entire infrastructure for LabWest. To make sure LabWest never experience downtime, Sentia created an environment based on VMware, Citrix, Microsoft and Cisco. Next, Sentia integrated the analysis equipment software of LabWest and supports office automation at a 3rd line level, allowing employees – from management to lab analysts – to deliver outstanding performance, night and day.

Modern Cloud Infrastructure

Infrastructure design

Online platform development

Continuous performance monitoring

"We can count on our systems 24/7. That's exactly the type of quality service a healthcare provider requires."

OUTCOME

Vital support systems always on

The new IT architecture has guaranteed 99.99% uptime. And with Sentia's experts managing the LabWest servers and applications, providing end-to-end infrastructure support and continuous security monitoring, LabWest can do their vital work uninterrupted.

60+
locations

CHALLENGE

Fostering flexibility

As LabWest serves a large region, with over 60 locations where blood is collected, the laboratory required a network that would allow medical staff to retrieve and modify confidential data across various locations. Therefore, the organisation needed a platform that was highly secured and available on remote.



SOLUTION

LabWest desktop

To create a secure environment for patient data, Sentia developed the 'LabWest desktop', which provides every user with access to a unique environment with a pre-approved set of applications. The online desktop for medical staff comes from the Sentia cloud, and the applications are maintained by Sentia from a central location, so everyone works with the same always up to date software.

Managed Application Continuity

Online platform development

Identity and access management

Application management

"Together we pre-approved a number of applications. These are now maintained by us from a central location so everyone works with the same software, which is always up to date."

OUTCOME

Available anywhere

The online desktop lets medical staff login from any location, upon which their desktop automatically adjusts to their job location, the network their working from, and the type of device their using. As all applications are thoroughly pre-examined according to certain safety requirements, LabWest can be assured that confidential medical data is actually kept within the digital limits of the laboratory and hospitals connected to the network.

"Our privacy policy may seem strict but it's the only way to prevent shadow IT and ensure maximum security."

CHALLENGE

Protecting personal data

From 1st January 2016, the obligation to report data breaches came into effect. All companies and organizations that lose or perform illicit operations on personal data are required by law to report this to the Dutch Data Protection Authority. As LabWest works with data that can be traced to individuals, it is imperative they have a clear set of actions should data fall into the wrong hands for example via a network leak or if an employee accidentally loses a USB stick containing sensitive information.



SOLUTION

Secure standards

Sentia worked with LabWest to create a highly secure and dedicated office that handles security together. All appointments and responsibilities are recorded, as well as the chosen security strategy for the network infrastructure, data, chosen firewalls and spam policies. If, despite everything, something still goes wrong, direct action can be taken in accordance with strict protocols.

Managed Security and Compliance

Reorganising data flows

End-to-end user monitoring

Continuous management 24/7

Security ISO 15189 accredited

OUTCOME

Safety secured

Because Sentia manages all IT infrastructure and workplaces, they have already helped prevent many security issues. For example, employees cannot simply access public cloud services like Dropbox, helping to reduce the risk of accidental data leaks.



ABOUT LABWEST

Leading the way with medical analysis

"Sentia focuses on the daily management of our IT infrastructure and supports us to a very high standard. They provide feedback on the operation of our systems, because the quality and reliability of our platforms is their core business."

By continuously focusing on the infrastructure, applications, and security required for both today and the future, Sentia has proven to be the right partner for a healthcare facility like LabWest.

"The safe and robust management of sensitive data within a complex IT infrastructure is an art. By outsourcing our IT, I created a coordinating role for myself, freeing up my time to support my colleagues."

Sentia's solutions for LabWest



Modern Cloud Infrastructure

Infrastructure design

Online platform development

Continuous performance monitoring

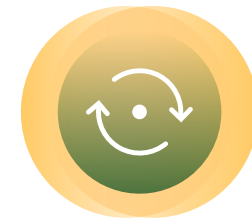


Managed Application Continuity

Online platform development

Identity and access management

Application management



Managed Security and Compliance

Reorganising data flows

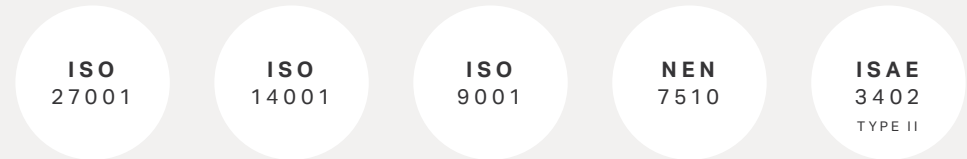
End-to-end user monitoring

Continuous management 24/7

ABOUT US

Whatever sparks change,
working with Sentia is
always a bright idea.

We are Sentia. We are one of the leading companies in business-critical IT-outsourcing and Managed services in North-Western Europe. Our teams of cloud experts design, build and manage cloud services and combine these with 24/7 operations and support to guarantee performance. We take extreme ownership of your infrastructure, applications and workplace to ensure your business is always on.



20 years experience



+100 million turnover



500+ people



Top-5 managed cloud provider in Europe



One team – local management & support



Official AWS & Azure Expert Managed Service Provider



In Denmark, Netherlands & Belgium – Global Reach



100% customer recommendation - GIARTE



You have a vision
We help you spark it into action

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