



The SHARP logo, consisting of the word 'SHARP' in a bold, white, serif font, centered over a horizontal white line. The background of the top half of the page is a blurred photograph of a hospital corridor with medical staff and equipment.

A Collaborative Effort with a Methodical Approach: Achieving Seamless IT Migration at Sharp HealthCare

Sharp HealthCare + T2Tech partnership

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EXECUTIVE SUMMARY:



Sharp HealthCare, a prominent healthcare provider, faced formidable vulnerabilities due to its aging data center at the Sharp Operations Center (SOC). Threats ranged from location-related risks to infrastructure limitations, necessitating a migration to a more secure and reliable platform.

In a four-year collaboration, Sharp HealthCare partnered with T2Tech to lead a successful application migration. They applied T2Tech's Hybrid-Agile project management methodology to improve team communication, leading to enhanced empowerment, transparency, and a streamlined documented process.

The implementation of the new architecture ensured fault tolerance for mission-critical services, ultimately leading to the decommissioning of the old data center and the elimination of associated risks.

ABOUT THE CLIENT:



Sharp HealthCare, headquartered in San Diego, California, is a premier healthcare provider with a rich history of delivering exceptional patient care. Beginning with one hospital in 1955, Sharp HealthCare has expanded to include multiple acute-care hospitals, medical groups, outpatient facilities, and a diverse range of healthcare services. They have consistently embraced cutting-edge technologies and practices to enhance patient outcomes and experiences.

THE CHALLENGE:

Sharp HealthCare faced the critical challenge of migrating its IT functions to a new data center without disrupting healthcare operations. Such endeavors in large enterprises can potentially lead to cultural disparities between application and infrastructure teams, causing isolated workflows and communication hindrances.

To navigate this complex undertaking successfully, the organization needed an experienced resource in data migration. This resource had to lead the initiative while empowering collaborative teams, ensuring the migration's efficient and effective execution. Specific challenges included:



- **Uninterrupted Patient Care:** Any IT disruption could impact patient care and safety, making uninterrupted access to patient data and medical systems paramount.
 - **Stringent Data Security and Compliance:** Handling sensitive patient data, Sharp HealthCare had to ensure data security and compliance with regulations like HIPAA in their new architecture.
 - **Legacy Systems Integration:** Migrating complex legacy systems without disruptions required meticulous planning. Due to FDA certification, certain applications were required to continue utilizing near end-of-life technology.
 - **Redundancy and Disaster Recovery:** Sharp HealthCare needed to improve their current fault tolerance and disaster recovery capabilities. They seized the opportunity presented by this migration project to implement these enhancements.
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THE APPROACH:



The successful execution of a project of this magnitude and complexity required experienced project leaders to work in partnership with Sharp, planning and coordinating all available resources to achieve optimal outcomes.

T2Tech collaborated with 37 diverse teams, involving approximately 400 Sharp staff members. Each team member was heavily invested from beginning to end, encompassing responsibilities ranging from infrastructure implementation to front-line analysts supporting application users. Over the course of this multi-year project, several key concepts became institutionalized, each playing a pivotal role in the success of this extensive endeavor. These concepts encompassed the definition and implementation of crucial processes, strategic communication meetings, and ongoing feedback initiatives.





T2Tech leveraged their unique Hybrid-Agile methodology to chart the course forward. With a balanced focus on both immediate priorities and dependencies, teams were empowered with the flexibility to adapt to evolving project dynamics while efficiently addressing the complex challenges of data center migration. Key components of this methodology include:

- **Cross-Functional Teams:** Cross-functional teams at T2Tech were established in collaboration with Sharp IT staff, ensuring a diverse skill set and comprehensive coverage of all project aspects.
- **Iterative Sprint Planning:** Teams adopted an iterative sprint planning process. Every two weeks, team members convened to plan their tasks for the upcoming period. They leveraged T2Tech's sprint planning templates and tools to document their commitments and objectives with precision.
- **Accountability and Transparency:** Team members were not only responsible for their commitments but were also required to report their successes and setbacks during bi-weekly meetings with senior leadership. This culture of transparency promoted swift issue resolution and cultivated a sense of collective responsibility.
- **Continuous Evaluation and Improvement:** To gauge the overall success of the project, T2Tech maintained a master dashboard. This dashboard featured weighted milestones tailored to track and report the project's velocity accurately. Continuous monitoring and evaluation allowed them to make adjustments and ensure alignment with project goals.



THE SOLUTION:



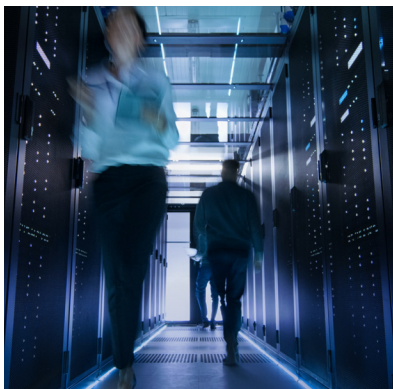
T2Tech devised a comprehensive plan to relocate all existing applications and services from the SOC data center while implementing redundant architecture that aligned with Sharp's long-term strategic vision.

The project kicked off with the formation of a Data Center Transformation Committee, tasked with guiding the strategy and decision-making to ensure alignment with the hospital's overarching objectives. They then defined clear goals and objectives, identifying critical IT services, specifying recovery and service level requirements, and outlining essential support structures.

With these crucial foundations laid, the team proceeded to select the most suitable colocation/cloud provider, conducting thorough research, and employing a formal request for quotation process, with factors such as location, resiliency, connectivity, capabilities, and cost considered.

Once the colocation provider was selected, the team designed a robust architecture. This design prioritized support for mission-critical services with fault tolerance while also keeping dependencies and costs at a minimum.

The subsequent implementation phase was executed in stages, emphasizing the building, testing, and migration processes. Special care was taken to ensure that ongoing operations remained uninterrupted, safeguarding the continuity of vital healthcare services. Following the successful testing and migration of each application, one by one, the existing primary data center was decommissioned.



RESULTS AND BENEFITS:



T2Tech's project leadership has not only addressed immediate challenges but also delivered long-term benefits. These outcomes have undoubtedly strengthened Sharp HealthCare's ability to provide high-quality patient care and adapt to the dynamic healthcare landscape.

- **Elimination of Risks:** This move eliminated the risks associated with the aging infrastructure of the previous data center, which had become progressively more vulnerable to location-based hazards.
- **Minimal Disruption:** Strategically splitting the application migration into an Agile focused, five-step repeatable process helped to minimize operational disruption for end users. Patients received uninterrupted care, and healthcare providers experienced smooth clinical workflows throughout the transition.
- **Enhanced Data Center:** With the establishment of the new data center, Sharp HealthCare now boasts a state-of-the-art infrastructure. This not only provides increased capacity and scalability but also incorporates the latest technology standards and best practices. It positions the organization for long-term growth and agility in responding to evolving healthcare needs.
- **Cost Savings:** Decommissioning the old data center reduced ongoing maintenance and operational expenses associated with aging infrastructure. The consolidation of hardware and services in the new data center will result in more efficient resource utilization, further contributing to cost efficiencies.
- **Compliance and Security:** The new data center provides enhanced data security and compliance capabilities. With modern infrastructure and architecture, Sharp HealthCare could better align with stringent data protection regulations, such as HIPAA, reducing compliance risks.
- **Scalability and Redundancy:** The migration positioned Sharp HealthCare to scale its IT resources more effectively and achieve higher levels of resiliency, enhancing the organization's susceptibility to system failures and unforeseen disruptions.

YOUR FUTURE IS OUR FOCUS



T2Tech partners with pioneering organizations like Sharp HealthCare who are determined not only to thrive in the future but to actively shape it. Together, we uncover what's next and unlock the power of technology to transform aspirations into tangible realities with profound business impact. Our driving force is a shared passion to help our clients discover and activate their future. We craft technology solutions that bridge the gap between what is and what can be. Then, we get the job done.

Unlock Your Future.

T2Group is a leading provider of technology-driven solutions for healthcare providers and organizations. With a thorough understanding of the intricacies of modern healthcare, T2Group harnesses its expertise and innovative technology to tackle complex projects and achieve substantial outcomes. From improving patient access and satisfaction, to maximizing revenue performance and streamlining operational efficiency, T2Group is committed to leaving a lasting impact on your future.



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