CASE STUDY

iland, now 11:11 Systems, provides scalable cloud infrastructure to Millennium Consulting during a global pandemic.

SOLUTION: IaaS

Client Profile

Millennium Consulting is a Managed Service Provider, Information Services Support and Consulting firm, based in the Baltimore, MD metro area. Their customers span multiple sectors, with a current focus in healthcare. Millennium provides IT, IS and business consulting support to organizations internationally with a current primary focus related to the healthcare vertical. More information related to Millennium Consulting can be found here: www.mconllc.com/about-us

Longtime Partnership Strengthened During Global Pandemic

Millennium Consulting selected 11:11 Systems as a primary provider of virtual and colocation hybrid cloud services beginning in 2011 realizing the value and cost consolidation of "virtualization" and continues to offer customers solutions including [11:11] Secure Cloud to support different workloads with a primary focus on security and compliance needs. When COVID-19 hit the U.S. in March 2020, Millennium faced an unprecedented challenge in providing the following cloud-based solutions to support their healthcare customers:

- A communications platform for healthcare facilities that were scrambling to provide their residents with a reliable way to stay connected with their family and loved ones
- A reliable, cloud-based infrastructure to support onsite healthcare workers who had to work remotely

"We need something and we need it right now, that's what our customers were saying," said Eric Moore, principal at Millennium Consulting. "A global pandemic is something we have not dealt with previously, so we had to respond and act." Millennium opted to reach out to [11:11], at a critical juncture for Millennium's healthcare customers.

Millennium hoped that having a partner like [11:11], which offered a cloud platform that could scale up or down depending on a healthcare facility's needs, was paramount. The hope became a reality. Millennium provides platform and technology agnostic recommendations.

The reality was quickly determined as hundreds of new devices were employed and secure remote technologies mobilized staff.

"Millennium noted that public cloud providers like Microsoft were able to assist, but also sustained days or weeks of performance and upgrades while attempting to acclimate to the new remote workforce. We did not have to engage [11:11] for a single issue regarding capacity for existing or new services"

CHALLENGES

- Provide uninterrupted service during a pandemic
- Need for scalable infrastructure
- Need for swift implementation

SOLUTIONS

- 11:11 Secure Cloud - IaaS

BENEFITS

- HIPAA compliant
- Platform agnostic
- Flexibility for customer requirements
- Responsive technical support team
- Ability to handle large amounts of data

PROFILE

- Size: SMB
- Industry: Service provider

> "Performance is a huge concern for us. With [11:11], we don't have to worry about things in a virtual environment like memory ballooning and processor oversubscription and storage latency. We love the journey that we've taken with [11:11], where these were issues that any VMware environment was facing, but [11:11] has taken it beyond that, by creating a customer platform that layers over top of VMware, where our customers and partners have visibility and control into the environment through the customer portal."
>
> **Eric Moore, Principal at Millennium Consulting**

Supporting a Remote Workforce

Prior to implementing [11:11] Secure Cloud, many of Millennium's healthcare customers were using competitors to [11:11]; major cloud service providers that could not handle an overwhelming capacity of data during a global pandemic, said Moore. For example, even traditional voice calls utilizing conference lines were failing residents and employees at nursing facilities.

Moore realized a change needed to be made quickly. "We were able to mobilize 750 full time healthcare employees to work from home in a period of two weeks, by utilizing [11:11]'s cloud capabilities," said Moore. "...We did not miss a beat!"

Additionally, Moore and his team set up a custom, dedicated remote access solution using Duo Security, a cloud-based access protection solution, and remote desktop services with multi-factor authentication. Typically, a project of this nature would have taken three to six months to implement, noted Moore. Implementation went smoothly, with no outages or performance issues.

Connecting Families During a Crisis

Millennium was tasked by more than 200+ skilled nursing facilities and nursing home customers to provide communicative technology to residents, with a very short runway to execute.

During COVID-19, in accordance with state mandates, healthcare facilities are required to provide residents and patients a personal device to communicate with family members and loved ones, since they cannot enter the building. Moore's team provisioned several thousand iPads and laptops, all securely integrated into the [11:11] cloud, across 130 healthcare facilities during the early weeks of COVID-19.

[11:11]'s reliable cloud platform was integral to providing stable connectivity to the internet and teleconferencing. "We've been really impressed with [11:11] throughout this ordeal," said Moore.

RETHINK CONNECTED

CLOUD CONNECTIVITY SECURITY

11:11 SYSTEMS

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