

# Well Architecture Review and Managed Services

## THE CHALLENGE

IHCS challenged with previous MSP's for monitoring, availability for their cloud environment. Previous SLAs, response times and compliance did not meet customers requirements.

## THE SOLUTION

CloudHesive helped IHCS with some of the common challenges like addressing HIPPA, security compliance and being a SOC2 partner. With Offices in US and Puerto Rico, CloudHesive's Managed Service deliver 24x7 to IHCS.

The WAR helped define their needs and requirements for their Business Continuity Plan.

## THE TIMELINE

We onboarded the client in Nov 2023, and at the start we performed a WAR. After completion, we onboarded their full cloud environment to CloudHesive Managed Services to manage their total environment within 6 weeks.

## THE BENEFITS

### Benefits of CloudHesive Managed Services

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IHCS can see from the start, benefits such as:

- **Cost Savings:** IHCS personnel does not have to be available off hours/weekends.
- **Proactive Monitoring and Maintenance:** CloudHesive is able to identify and address potential issues before they cause downtime or other problems.
- **24/7 Support:** Ensure IHCS has access to assistance whenever they need it.
- **Predictable costs:** CloudHesive provide IHCS with predictable monthly costs for their IT Services



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