

## Case Study

# How Technology Leadership Transformed Collaboration at Franciscan Ministries

## The Challenges

Before Fortium's engagement launched with an Interim CIO, Franciscan Ministries, a leading nonprofit healthcare organization, faced significant hurdles in enabling secure and efficient collaboration across various devices and platforms.

The key challenges were:

- Different versions of software across a variety of devices and operating systems hindered timely communications.
- The BYOD Policy (Bring Your Own Device) presented a high risk for cybersecurity threats and breaches.
- Mobile devices lacked a secure communications protocol amidst the need to comply in a highly regulated industry.
- Device usage during peak periods created communications bottlenecks because of limited bandwidth.
- Several software incompatibilities prevented applications from interacting with each other in a wider, more seamless way.

## The Solutions

- Implement a robust desktop virtualization infrastructure to support seamless collaboration across all platforms.
- Ensure all applications and services run from centralized servers to enhance performance and security.
- Utilize solid-state devices for hosting virtual desktops to prevent performance bottlenecks and boot storms.
- Maintain a single or a few "Gold" images for easy application updates and patches.
- Implement strict data security measures to control downloading and printing of sensitive information.

## The Results

In addition to leading and executing the desktop virtualization initiative, the Fortium Partner transformed the client's collaboration capabilities. They streamlined application performance, ensured consistent software versions, and significantly reduced security risks. The organization experienced effortless collaboration across all devices, enhanced application performance, and improved data security by enabling remote work securely from any location.

## Client Profile

- HQ: Lemont, Illinois
- Annual Revenue: ~\$500 Mil.
- ~2000 Employees
- 8 US Communities/Service areas
- Nonprofit Industry
- Senior Living Communities