

Merged Health Systems Unify Active Directory Environments

Two health systems merge to enhance community care on Day One of merger



 **18,500**

staff members worked as a single unified care team on Day One

CUSTOMER PROFILE

A nonprofit health system serving over 1.5 million residents across the Northeast U.S.

Residents served	1.5 million
Physicians	2,600
Hospitals	7

THE SITUATION

Two nonprofit health systems serving over 1.5 million residents across the Northeast U.S. combined to create a new organization with seven hospitals, more than 2,600 aligned physicians and 18,500 employees. Starting on Day One of the merger, they needed to work as one team to ensure that the communities they serve have access to the latest treatments, technology, services and top-notch physicians and care teams.

BENEFITS

- Unified Active Directory
- User collaboration across corporate boundaries
- Enhanced Security Administrative Environment

Migrated from:

Multiple AD, Exchange and Office 365 environments

Migrated to:

A unified AD and Office 365 environment

Country:

United States

Industry:

Healthcare



“Through the new integrated and secure health system, we will be able to provide even more advanced, compassionate and collaborative care.”

CEO, Newly formed Health System

THE CHALLENGE

Mergers within a highly regulated industry, such as healthcare, require significant preparation and resources timed to engage as the merger moves through approval processes. These health systems were challenged to create the best user experience possible during and after the merger without impacting patient care. To compound the complexity of the project, the organizations required a new red forest design (also known as Enhanced Security Administrative Environments (ESAE) from a mix of on-premises and cloud environments.)

THE SOLUTION

Binary Tree by Quest was brought in to facilitate conversations and workshops to share our proven framework and solutions, adapted to their environment and requirements. This activity led to a successful proof-of-concept project followed by establishing user collaboration across the corporate boundaries for Day One of the merger. This first phase of the merger integration project enabled all physicians and staff to be able to find everyone in a single address book and to be able to check each other's availability for scheduling meetings. After the success of Day One, phase two of their project included designing a secure Active Directory environment from scratch which included consolidating the integrated, but still disparate systems into a unified Active Directory environment and a single tenant in the Microsoft Office 365 cloud.

THE RESULTS

The Day One experience was successful and generated enthusiasm in the newly formed Health System as the technology was implemented to help the physicians and staff work together as a single team.

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

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