

MELILLO BRINGS DELAYED EPIC DEPLOYMENT BACK ON TRACK FOR LARGE HEALTHCARE SYSTEM WITH ZERO DOWNTIME



Challenge

A large healthcare organization was expanding through acquisition. To accommodate their rapid growth, they needed to implement EPIC across the entire hospital system. Because the deployment required involvement from several players across the siloed IT ecosystem, the customer was struggling to bring all the teams together to meet the project deliverables.

The project was running severely behind schedule, and they were at risk of incurring significant financial penalties. The customer turned to their long-standing partner, Melillo, to get the deployment back on track.

“

*Melillo completed the required
upgrades, redesigns, and
implementations all within the
original Epic deadlines—
with zero downtime.”*

”

Solution

Melillo delivered a Wi-Fi infrastructure redesign, an SDWAN and LAN design and implementation, and a Windows 10 upgrade. Because the project was already well behind schedule by the time the Melillo team stepped in, it required quick thinking, expert collaboration, and a strategic mindset. The team quickly assessed and triaged the situation, and within one week course-corrected its trajectory through a technical plan.

To supplement these efforts, the appropriate Melillo technical resources were seeded into each individual silo to help them understand their role and deliverables. When it came time to re-IP the LAN network, Melillo experts were also deployed into each individual team to ensure it was properly completed with zero downtime.

Results

Within four weeks of partnering with Melillo, the healthcare organization's project moved out of the red to match the milestone deliveries of the EPIC implementation plan. Melillo completed the required upgrades, redesigns, and implementations all within the original EPIC deadlines—with zero downtime.

The customer is now poised to scale as it grows with all IT requirements met while delivering superior patient care.