



GBE Converge moves trusted on-prem solution to the cloud

The IONOS Cloud enabled managed services provider GBE Converge to deliver a widely used, on-premise healthcare solution via the cloud, with the reliability, security, and data protection required by healthcare organisations.

Featured learnings

- GBE Converge has been able to deliver a hosted solution that's highly reliable (reducing support workloads) and meets stringent security requirements without significant extra effort.
- The IONOS Cloud and Data Center Designer enabled GBE Converge to quickly create a solution that can be effortlessly scaled to meet the demands of customers of any size.
- Highly responsive support and integrated team working from IONOS helped GBE Converge to deliver its solution more quickly, and reassured all the parties involved.

gbe:converge

GBE Converge works to create safe, secure and connected buildings and other assets, offering a variety of end-to-end services ranging from fire safety and security to IT solutions design, installation and support. GBE Converge worked with IONOS to move a traditionally on-premise asset management solution to the cloud, so a medical equipment supplier could run flexible, reliable services for its customers.

The challenge

While asset management is a business-critical function in most industries, it has an even greater role to play in the healthcare sector, where out-of-order or out-of-compliance machines can delay treatment and directly impact patient outcomes. It's why many healthcare organisations choose e-Quip, an asset management tool owned by Integra and designed specifically for medical devices.

The e-Quip platform delivers all the standard operations you'd expect, such as the ability to track devices, manage maintenance schedules, dashboards and alerts. But it also delivers additional features designed specifically to help healthcare organisations meet strict regulatory frameworks for medical device management.

However, e-Quip is traditionally installed on-premises by organisations, requiring a significant upfront investment in IT infrastructure, and ongoing support costs. This was an issue for a tech startup looking to deliver ultrasound services that included asset management. As a new company, the startup didn't want to have to create a large, complex, e-Quip installation in order to deliver its services. It wanted to get started quicker, minimising upfront costs with a flexible and agile solution. So the startup turned to IONOS and GBE Converge to help run e-Quip in the cloud.

The solution



Mark Hallett
IT Sales Manager, GBE Converge

SAN storage, etc. But we've been able to deliver something much more flexible, that's quicker to roll out, and comes

The team at GBE Converge was up for the challenge. "It was an interesting opportunity for us to lift and shift a traditionally on-premise environment to the cloud," said Mark Hallett, IT sales manager for GBE Converge. "Normally an e-Quip installation is significant – it needs servers, infrastructure,

with all the financial and technical benefits of a cloud-based solution."

The GBE team worked closely with both IONOS and Integra to make the cloud solution work, commissioning and configuring an IONOS cloud platform that would enable the startup team to access e-Quip from different locations throughout the UK and US. It was a painless process and the service was ready to go after only a few weeks.

Intuitive tools and flexible support

"Working with IONOS is really easy," said Hallett. "If you've ever had to work with other large cloud providers, you'll know how difficult it can be to get hold of people when you need them. But our IONOS contact was with us at all times on the journey – it was like he was part of our team."



IONOS Data Center Designer (DCD)

The GBE team also valued the visual tools IONOS provides, particularly the Data Center Designer, which enables users to provision servers simply by dragging and dropping them into their workflow. "I'm not as technical as the IT specialists on our team, but I am able to provision my own servers and networks. It's just so simple," said Hallett.

The success of the project isn't only a win for the ultrasound tech startup. By proving that e-Quip runs effectively in the cloud, GBE Converge has effectively enabled Integra to become a software as a service (SaaS) provider, opening up more opportunities for them, and GBE, to deliver e-Quip with all the benefits of the cloud.

The benefits

Security

Data security is particularly important to healthcare organisations, but anyone working with IONOS can take security for granted – it's all taken care of in the background and it's not even visible. "Everyone understands the importance of security today," Hallett said. "And if anyone asks for security assurances, we can simply say 'we're working with IONOS who, like GBE Converge, are ISO 27001 certified'. Plus, IONOS has all the data sovereignty credentials too, with full GDPR compliance and data centres located in the UK and Europe."

Reliability

Hallett says that reliability is a big feature of all the solutions GBE Converge delivers together with IONOS, including the e-Quip cloud solution, and is illustrated by the fact that their customers don't often get in touch. "One of the reasons why we like working with IONOS is it just doesn't go wrong," Hallett said. "And that really matters, not only because it would be a bad experience for our customers, but also because we support the back-end solution – our support team would quickly become overwhelmed."

GBE also values IONOS' guaranteed uptime levels. "We're just in the process of moving our backup away from a company that has regular scheduled downtime for maintenance," Hallett said. "We know that IONOS does all the maintenance and upgrades that are required – but we don't see any of it. The service is always available."

Scalability

Working with IONOS, it doesn't really matter what size company GBE Converge is working with, or how big it grows. The scalability of the IONOS Cloud means it's effortless to grow solutions in line with changing needs.

"The tech startup we supported is one example of the size of organisation we support using IONOS," Hallett said. "But we're now working with Integra to roll out cloud-hosted e-QUIP to over 100 NHS Trusts, and we know we'll be able to do this just as effortlessly, thanks to IONOS."

Conclusion

GBE Converge is incredibly pleased with the solution put in place. "We work with a lot of the big cloud providers, and cloud backup providers, to deliver what we do," Hallett said. "And we are working much more closely with IONOS than any other provider, because they make it so easy."

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