

**CASE STUDY**

**LEVERAGING CLOUD TECHNOLOGY FOR SERVER OPTIMIZATION**

Atlantic Reproductive Medicine offers fertility treatments within a singular clinical setting, ensuring personalized, comprehensive, and collaborative care. This holistic approach instills confidence in patients, knowing their care is seamlessly coordinated.

**AT A GLANCE**

**CHALLENGES**

- Reliance on specialized third-party software
- Aging physical server approaching end of life
- Data management

**BENEFITS**

- Enhanced overall up-time
- Scalable storage solutions
- No technology constraints for office expansions



"Net Friends truly earned our respect with their post-project review, highlighting challenges encountered and the proactive steps taken to avert such issues in the future. Their transparency and dedication to ongoing improvement are commendable."

**TINA MANLEY**

Chief Operating Officer

**PROBLEM**

During a risk assessment, part of the NetVisor services, it was determined that a mission critical application server was approaching the end of its operational life. The stability of this server was crucial for ARMS's ability to serve their patients.

**APPROACH**

- **Risk Assessment:** It was determined that the server was critical because it ran mission-critical third-party software. This software offered fertility patients essential details about their treatment regimens and contained all patient records.
- **Downtime Plan:** The plan was to back up the server and shift it to a cloud setting. The physical server would be retired only after ensuring the cloud server's operation.
- **Third-Party Vendor Agreements:** Net Friends planned to work alongside the third-party software provider to move data and software to the new server setting.
- **Testing:** The newly set-up virtual server would undergo exhaustive testing to ensure its optimal performance prior to decommissioning the physical one.

**UNEXPECTED ISSUES**

- Server backups were corrupted due to issues with the third-party software.
- The physical server failed, which required restoring from backups to a new server host.

**SOLUTION**

**Moving from Physical Infrastructure to Cloud Efficiency**  
*Scalability and Flexibility with Cloud Service*

Transitioning to a new server infrastructure presented challenges. A significant concern during the move was related to the pivotal third-party software. Net Friends teamed up with this third-party provider to craft a strategy for migrating the software onto the cloud.

There were issues with the backups becoming corrupted during the data transfer. It was identified that this was due to complications with the third-party software. These complications required Net Friends to devise a new strategy to complete the project. While there were deviations from the initial plan, Net Friends worked tirelessly to ensure the software's smooth integration and functionality.

During the data transfer process, the existing server failed. Net Friends promptly provisioned a loaner server from existing back-ups to keep ARMS's operations ongoing. Tina Manley, Chief Operating Officer, remarked, "It seemed everything that could go wrong went wrong. I did have confidence that Net Friends was doing everything they could to keep us up and running."

Despite the hurdles, Net Friends successfully set up the virtual server. ARMS now reaps numerous benefits:

- They can expand their location or grow to include satellite offices without adding additional technology. The new virtual server can be tailored to support their expansion plans. ARMS is currently expanding their offices and enjoying this benefit. Tina notes, "It's nice not to be worried about tech and server concerns as we expand and remodel our present offices."
- Flexible storage solutions that grow to meet the demands of an increasing patient count, without the need for added hardware expenditure.
- A key benefit of a virtual server over a physical one is that the downtime can be minimized. By taking a snapshot before upgrading third-party software, you can readily revert to the working version if the upgrade caused degraded function or performance.

At the project's end, the Net Friends crew convened with ARMS's top brass for a post-project reflection, affording everyone a chance to glean insights from the project and to determine future strategies for managing the third-party software vendor. By openly discussing the lessons learned from this experience, everyone gained new insights into how this critical application fits into the practice workflows, and how to minimize future disruptions.

Prior to this project, ARMS faced tech challenges that impacted their services. With Net Friends' support, they turned these challenges into growth opportunities. Despite unexpected issues, their journey highlights the value of collaboration and adaptability. As ARMS looks to the future, they do so with a strong tech foundation and a reliable ally in Net Friends. Their experience underlines the importance of proactive solutions and teamwork in delivering top-notch patient care.