HPAE
Putting care first
HPAE/AFT/AFL-CIO

INDUSTRY: Healthcare Union
TEAM SIZE: 60 supported users
LOCATIONS: 4 offices
BASED: Emerson, NJ

Founded by Englewood Hospital nurses in 1974, The Health Professionals and Allied Employees (HPAE) is New Jersey's largest healthcare union of more than 12,000 Nurses and medical workers.HPAE plays a strong role in setting higher standards for healthcare throughout New Jersey and our nation. HPAE members work with community leaders and elected officials with a continuous mission to improve access to affordable, quality patient care, elevate professional practices, and advance working conditions for healthcare professionals.

HPAE constantly struggled with a lack of tech support, the vulnerability of data and an inefficient IT environment, outdated technology, and workflow interruptions. After meeting with HPAE and a thorough analysis of the problems in the existing IT environment powersolution discovered several critical challenges HPAE faced.

Before
A PAINFUL SITUATION

- **Unsupported Servers:** IT security represented a major risk to the organization, with one physical server and four virtual servers that were unsupported – resulting in a lack of operating software security updates and associated cybersecurity-related protections.

- **Outdated Technology:** The hardware security solutions that were supposed to protect the perimeter of the main and satellite locations were outdated, presenting vulnerabilities to HPAE's exposure to great data risks.

- **Mishandled Applications:** Poorly managed Microsoft 365 and 3rd-party application workflows, including Cloud storage resulted in constant issues with the login process and data access, interfering with the establishment of common policies and procedures.

- **Inadequate Data Management:** Lack of efficient data storage and a recovery solution created disruption in several workflows, for example, those associated with litigation-related documents.
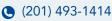
After
IN CLIENTS WORDS

Tamara McCalla
Manager

"The powersolution team helped us to analyze the HPAE IT environment to create and implement a specific plan to upgrade our infrastructure and establish a high level of data security while establishing efficient policies and procedures for user workflows and data storage. We have been extremely pleased with the proactive and highly responsive day-to-day and strategic support that we have received from powersolution supporting our users, securing our data, and aligning IT with the business needs of the organization. **I highly recommend powersolution.**"

Case Study: IT Transformation

From an unmanaged IT environment, lacking responsiveness and technical expertise, to proactive and highly secure managed IT

HOW DID WE HELP?

With HPAE's procedures and goals in mind, we created a plan of action, created unified common policies and procedures, addressed critical challenges, and implemented a zero-downtime transition to a Managed Security and Managed IT Services model.

IMMEDIATE BENEFITS
OF IT TRANSFORMATION FOR AIN:

We helped HPAE by closing vulnerability gaps, protecting important data, and stabilizing and improving IT infrastructure. End result – superior environment security and enhanced productivity of the HPAE team members

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My team and I would LOVE to help with you IT let's talk!

• Improved Servers and Systems Support:
The environment was stabilized and secured in the Cloud, eliminating a need for SCURA to invest in new server hardware and operating software.

• Minimized Risks:
The entire IT environment was migrated to Azure Virtual Desktop, working in combination with Microsoft 365. This facilitated improved and secure connection, storage capacity, and communication options for computer users when working in-office or remotely.

• Managed Applications:
End-of-Life servers were decommissioned, shifting all workloads to the Cloud.

• Enhanced Storage and Recovery:
The firm's change to a new legal software platform, remote workers were securely connected to the office environment through a Remote Desktop Server solution, including data storage.