

# TECHNOLOGY TRANSFORMATION PARTNER

FOR THE LARGEST HEALTH &  
HUMAN SERVICES PROVIDER  
IN NEW YORK CITY



## Client Overview

The Jewish Board is one of the largest not-for-profit healthcare organizations in New York City, providing behavioral health & human services for over 140 years. They offer their services in over 65 facilities spread across the five boroughs of New York City.

## The Business Situation

The Jewish Board is grounded on a legacy of help and relief to increasing number of individuals & families in newer ways, with IT as the business backbone. However, their IT landscape presented many challenges that impacted productivity and inhibited business growth:

- Outdated IT infrastructure that was complex, high risk, and non-scalable
- Sub-optimal performance of IT systems, unpredictability, and high issue resolution times
- Heterogeneous clinical & non-clinical applications and legacy software leading to:
  - Interoperability & scalability issues, rising overheads
  - Milestone delays in for instance, the implementation of Meaningful Use of EHRs
- Complex integration of program sites/users into already overloaded system due to M&A
- Increasing IT operating costs
- Lack of a dedicated team with the right skills to manage IT operations

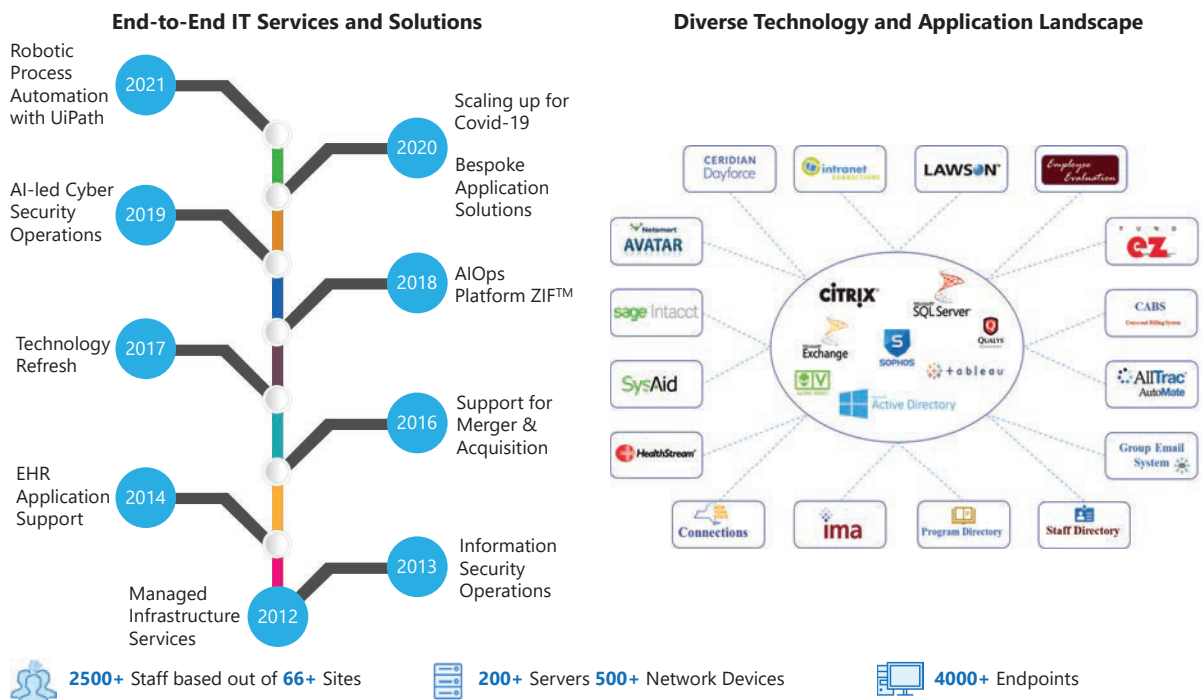


## The Solution

GS Lab | GAVS, being a healthcare focused AI-led technology services & solutions company, with extensive experience in managed infrastructure services and technology transformation, systematically helped The Jewish Board leverage technology to deliver high quality care at optimal costs. In complete alignment with the client's business imperatives and long-term vision, GS Lab | GAVS has been able to provide strategic partnership over the years, to meet their challenges and promote business growth. With a digital-first approach pivoted on AI, Automation, and Analytics, GS Lab | GAVS has enabled modernization of their IT infra & operations, end-to-end process efficiencies, data-driven decision making, and faster time to market - all while drastically reducing costs.

GS Lab | GAVS helped The Jewish Board effectively manage the Covid-19 pandemic, when there was a sudden need to quickly setup several laptops/tablets/web cameras for their staff to work remotely, and to facilitate tele-psychiatry and tele-mental health services.

### Business-Aligned Services and Solutions as a Trusted Technology Partner





## Infrastructure Modernization & Managed Services

- Dedicated 24x7 service desk, single point of contact for all IT issues
- Beyond service desk - GS Lab | GAVS runs the Client Contact Center
  - Entrusted with running the Client Contact Center due to consistent operational excellence in service desk
- Complete ownership of IT infra and applications
- Accelerated transition to offshore team through a templated approach
  - 80% ticket backlogs cleared within 6 weeks
- Windows 10 upgrade project by onsite desktop support team
  - 1,500 old Windows 7 PCs replaced with new Windows 10 PCs
  - Completed in 45 days by working non-business hours & weekends to avoid disruption
- Network infrastructure enhancement for higher redundancy & security

## EHR Integration

- Implementation of EHR made possible through infrastructure digitalization
- Streamlined EHR/EMR implementation, and interoperability enablement
  - Cohesive view of information for providers/patients from multiple EHRs/EMRs
  - Integration of data from disparate sources

## Technology Refresh driven by Merger

- M&A effectively handled from an IT perspective to successfully design & setup new org
- Phased approach for accelerated transition - assessment, strategy, implementation

- Data center design & migration to collocated space using risk mitigation transition model
- Server footprint consolidation & seamless migration of patient data through server virtualization
- Storage & backup upgrade, AD and exchange migration
- Migration of 50+ virtual machines and conversion of 60+ physical servers to virtual machines
- Disaster Recovery (DR) strategy for critical applications
- Inclusion of 22 new program sites, onboarding of 1500+ new users in less than a month
- Rationalization & consolidation of systems
- Seamless application support in a HIPAA controlled environment
- Tableau enterprise dashboards for data driven insights for business and IT

## AI-led IT Infrastructure Operations & Information Security

- Implementation of AIOps Platform ZIF™
  - Telemetry data unification
  - Integration with ITSM tools
  - AI-augmented problem identification
  - Noise suppression & event correlation
  - Predictive & prescriptive IT management
  - Automated assignment of service tickets
- Proactive detection of security issues leveraging AI/ML

## Scaling up for Covid-19

- Rapid enablement of workforce mobility and telehealth with minimal disruption during Covid-19
  - 75+ new laptops & 100+ tablets with mobile hotspots, 50+ web cameras

- Training & ongoing support to ease staff into the new devices & ways of working
- Collaborative remote support by onsite desktop support & offsite service desk teams under strict lockdown conditions
- Secure remote application access on a virtual desktop via Citrix gateway
- Effective handling of huge spike in service desk call, email & ticket volumes

## Bespoke Application Solutions

- Enhancement of intranet portals and apps for effective collaboration
  - Launched myHealthPointe patient portal, TeleHealth app, and HereNow app for better engagement in the teen mental health and wellness program

## Robotic Process Automation (RPA) with UiPath

- Automated entry of CCBHC NOM daily records into SPARS portal
  - Includes data from adult and child programs
  - Automation of 18+ processes
  - Data sourced from Netsmart myAvatar
  - Saved manual effort (approx. 20 minutes/record), data entry errors
- Automation of new employee onboarding process

## Business Outcomes

- Modernized IT infrastructure to support evolving technology needs
- Increased availability of critical IT infrastructure
- Improved client engagement, clinical outcomes, and satisfaction
- Streamlined and automated workflows to optimize staff productivity
- Improved cybersecurity posture through proactive threat detection



### Uday Madasu

CIO, The Jewish Board

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GAVS provides SLA driven IT managed services including infrastructure management, application development and support to the Jewish Board. We consider them as a strategic partner that offers us the flexibility of resources as we leverage technology to optimize delivery of programs and services. They have helped in evaluating technology alternatives and were instrumental in executing the strategic initiatives seamlessly with minimum business disruption. We really have a great team doing an awesome job helping our agency during this crisis.

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GS Lab | GAVS is a global technology company focused on creating business impact for its 200+ customers across the USA, Europe, the Middle East, and APAC. It offers digital product engineering, AI-led managed services, and digital transformation services to customers across BFSI, healthcare, communications, and high-tech segments. With 4000+ technologists and a strong talent grooming engine, it is a trusted growth partner to its customers.

The company focuses on deep tech engineering skills, innovative win-win business models, and customer success. Its IPs, such as ZIF, zIrrus, Rhodium, and zDesk, help accelerate technology adoption and reduce inefficiencies in operations

For more information on how GS Lab | GAVS can help solve your business problems, write to [inquiry@gavstech.com](mailto:inquiry@gavstech.com) (or) visit us at [www.gavstech.com](http://www.gavstech.com)