



## Fortis Healthcare decreases cost and increases efficiency with IBM Services

Founded in 2001, Fortis delivers healthcare services through facilities in India, Dubai, Mauritius and Sri Lanka. Fortis employs more than 16,000 people, and it offers services to individuals in all stages of life, from obstetrics and fetal medicine to cardiology, oncology, neurology and geriatrics. Fortis's flagship hospital, the Fortis Memorial Research Institute in Gurgaon, is regarded as one of the most technologically advanced hospitals in the world.

### Business benefits

#### Reduces costs

by replacing more than 25 individually managed IT systems with one streamlined solution

#### Increases efficiency

by centralizing support, making it easier to meet fluctuating needs among different facilities

#### Prioritizes IT issues

so that employees can always put patients first



#### Business challenge

Fortis Healthcare Ltd. had grown to include more than 40 facilities, each managing its own IT infrastructure. To reduce costs and increase efficiency, the organization sought to consolidate IT management. To operate efficiently in an environment that runs 24 hours a day, Fortis must ensure that all of these business-critical applications are highly available to its business users.



#### Transformation

Fortis engaged IBM Technology Support Services – Healthcare Support Services to provide a consolidated IT support solution that maintains the organization's software, hardware and network. With the flexible solution, Fortis can meet the needs of a growing, geographically dispersed workforce.

“Creating a single management point helped simplify and streamline the way we support our IT infrastructure.”

**Veneeth Purushotaman**

**Chief Information Officer, Fortis Healthcare Ltd.**