EQUINIX

Network optimization

Providence builds health ecosystem of the future

Equinix Fabric® and Network Edge deliver scalable, cross-region network to power digital health initiatives

Case Study

Providence

Equinix delivers cost-effective interconnection between Providence's Asia innovation hub and its vast health services system in the U.S.

"Providence believes digital can solve some of the biggest problems in healthcare. Putting patient care at the heart of our system, we partner with companies like Equinix who enable us to make thoughtful investments in digital infrastructure to deliver health services with maximum impact."

Shaik Iliyaz, Principal Network Architect, Providence Global Center

Challenge

Providence, one of the largest not-for-profit healthcare systems in the United States, is bringing its century-old organization to the forefront of modern digital care delivery. It runs a network that includes 52 hospitals, 1,000+ clinics and 120,000 caregivers across Alaska, California, Montana, New Mexico, Oregon, Texas and Washington.

In 2020, the healthcare provider established Providence Global Center in Hyderabad, India, for the task of reconfiguring its current hospital-centric system (Health 1.0) to build a health ecosystem of the future with digitally empowered patients at the center.

As a specialized engineering, operations and innovation hub, the center plays a key role in delivering healthcare technology and innovation for improved patient experience and caregiver efficiency. Accelerating Providence's digital transformation, the facility is modernizing the organization's health system technology infrastructure—and doing it at scale.

A team of over 2,000 experts in the fields of engineering, digital application development, data intelligence, cybersecurity and professional services work at the center. They're tasked with developing innovative digital services, leveraging technologies like big data/AI/ML, Oracle Cloud, Microsoft Azure, web development, natural language processing and analytics to help Providence transform into a Health 2.0 organization. Providence describes Health 2.0 as a significant pivot, shifting from healthcare to health with digitally empowered patients at the core of an ecosystem committed to preemptive care.
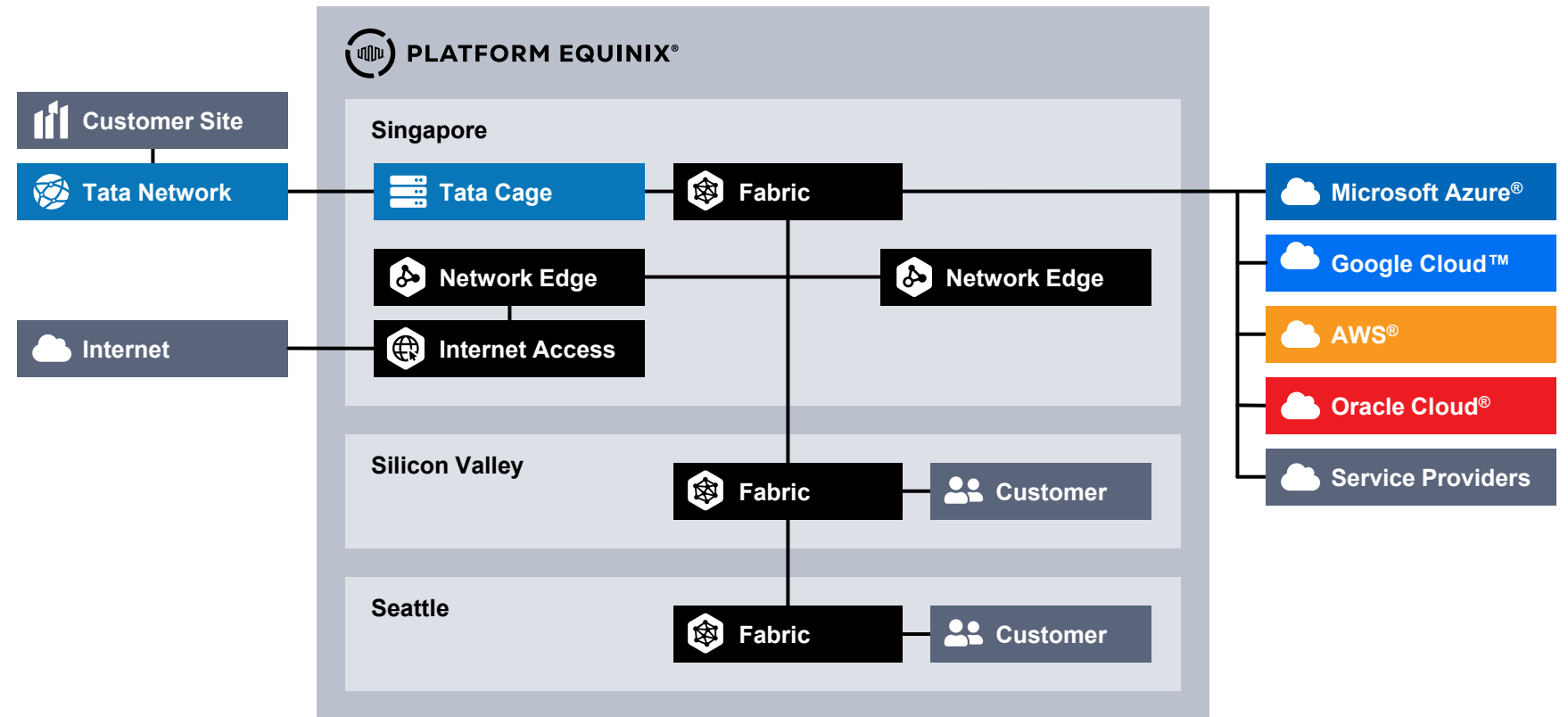
To work seamlessly with its innovation center in Hyderabad, Providence needed secure, robust and reliable cross-region connectivity. This was essential, as its digital services development involved multisite collaboration and implementation of agile processes—as well as the sharing and storage of sensitive medical data and patient information. The network also had to be cost-effective to build and able to scale flexibly to accommodate the unpredictable demands of digital service development and delivery.

Solution

Building an optimized network for digital services requires significant CAPEX and technical expertise. Providence, as a not-for-profit organization, preferred a more cost-effective approach to digital transformation so it could allocate more resources toward what it does best—caring for the health of its customers.

Instead of investing in a costly physical hub in India, Providence decided to build a virtual hub in Singapore using Equinix Network Edge, which enables the organization to deploy a network point of presence on demand.

Network Edge fully integrates with Equinix Fabric software-defined interconnection for secure, direct, global and private connectivity. Providence leveraged Equinix Fabric to connect its virtual and physical hubs in Singapore, Seattle and Silicon Valley on a pay-as-you-go basis. This gives the organization the flexibility to consume the bandwidth it needs without vendor lock-in. Equinix Fabric also provides easier and more direct access to an ecosystem of cloud service providers, including Microsoft Azure, ensuring Providence is future-ready.

"We are inspired by Providence for making a difference and reimagining healthcare in the modern world. We support Providence's vision, and are pleased to be part of their digital journey by helping them build a scalable cross-region network to support their digital transformation."

Yee May Leong, Managing Director, Equinix Singapore

Benefits

With its cross-region network optimized for efficient, cost-effective interconnection, Providence Global Center can speed the development of digital applications, and its technical support team can respond to requests for assistance more reliably. Having enabled the migration of its over 120,000 employees into a single collaboration platform, Providence can now provide a seamless experience to its caregivers and partners.

Secure hybrid multicloud environment

With thousands of cloud and network service providers and customers hosted in 270 data centers worldwide, Providence can directly connect with partners in minutes instead of days—enabling the company to build its technology ecosystem faster and more conveniently.

Cost-efficient digital enablement

Providence gains 27% greater cost savings by building an on-demand, consumption-based virtual infrastructure in Singapore that connects directly to the U.S. network instead of building a physical infrastructure in India.

Faster time-to-market for digital apps

Having a more efficient digital infrastructure enables Providence Global Center to speed up digital application development to just one to two days instead of over 200 days.

Enhanced customer experience

Now that Providence's virtual network infrastructure is in place in Singapore, it can provide its business process outsourcing (BPO) partners in the Philippines with faster access to relevant data. This lets the BPO team—which provides 24/7 technical support to users—deliver more timely response and resolution of customer support requests.

Results

Cost savings

Building a virtual hub reduced costs by 27%.

Fast implementation

Accelerated app deployment in just one to two days, instead of 200+ days.

Solution components

Equinix Fabric

Connects digital infrastructure and services on demand at speed via secure, software-defined interconnection.

Network Edge

Enables users to select, configure and activate virtual network functions and services in near-real time.

About Providence Global

Providence advocates for vulnerable populations and needed reforms in health care. It pursues innovative ways to transform health care by keeping people healthy, and making its services more convenient, accessible and affordable for all. In an increasingly uncertain world, Providence is committed to high-quality, compassionate health care for everyone—regardless of coverage or ability to pay. Providence helps people and communities benefit from the best health care model for the future—today.

Providence.org

About Equinix

Equinix (Nasdaq: EQIX) is the world's digital infrastructure company˚. Digital leaders harness Equinix's trusted platform to bring together and interconnect foundational infrastructure at software speed. Equinix enables organizations to access all the right places, partners and possibilities to scale with agility, speed the launch of digital services, deliver world-class experiences and multiply their value, while supporting their sustainability goals.

Equinix.com

Ready to get started?

Discover how Equinix can help you optimize your network with a hybrid multicloud environment that meets your unique challenges today and ensures your organization is future-ready.

Learn more

Drive your future forward on Platform Equinix˚

Platform Equinix is where digital businesses bring together all the right places, partners and possibilities to create the digital infrastructure they need to succeed. It's the trusted foundation for digital infrastructure, enabling businesses to innovate and create value through our digital ecosystem of tools, technologies and capabilities from the most valuable partners and communities in the world.