

Use Case:

Multi-Vendor Support Delivers a Superior Solution for Healthcare Providers Using Microsoft and Epic



When healthcare organizations rely on both Epic Systems and Microsoft technologies, seamless integration, and reliable support are crucial for ensuring operational efficiency and patient safety. This use case illustrates how Multi-Vendor Support Service (MVSS) 365 from Xcelocloud delivers the advanced, cross-platform expertise needed to ensure uninterrupted healthcare operations.

Executive Summary



Comprehensive Technology Support: Healthcare providers rely on Epic Systems and Microsoft to streamline operations and improve patient care.



Critical Ransomware Incident: In July 2022, a hospital faced a severe ransomware attack that encrypted its SQL cluster hosting Epic databases and compromised backup systems. Microsoft direct support struggled to resolve the multi-faceted issue.



MVSS365's Holistic Approach: MVSS365's team restored encrypted data and brought the SQL cluster back online, preventing permanent data loss.



Industry Analyst-Recommended Best Practice: MVSS365's cross-platform, multi-vendor support aligns with a major analyst's best practices for complex IT environments, offering healthcare providers better protection and operational continuity than Microsoft direct support alone.

What is Epic Systems?

Epic Systems is a widely used electronic health record (EHR) software designed to manage healthcare providers' data and streamline operations. It supports patient registration, medical history, clinical workflows, and billing. Epic's robust infrastructure allows healthcare organizations to maintain and analyze large amounts of patient data in real-time, ensuring accurate, efficient care delivery across hospitals, clinics, and healthcare systems.

How Does Epic Work with Microsoft?

Healthcare providers use Microsoft technologies alongside Epic for seamless integration with Microsoft's Azure Active Directory. This provides unified access to Epic and Microsoft 365 applications, allowing secure communication and collaboration with Microsoft Teams, scheduling via Outlook, and document management with SharePoint. Microsoft Power BI is used to analyze Epic's data for real-time reports and insights to improve decision-making and patient care.

As of 2023, the adoption of cloud-based EHR solutions (like Epic's use of Azure) has increased, with over 90% of hospitals in the U.S. using an EHR system that integrates with cloud services such as Microsoft's Azure for scalability, security, and interoperability.

[Source: HealthIT.gov](https://www.healthit.gov)

How Do Epic and Microsoft Support Healthcare Providers?

Epic and Microsoft form a critical part of healthcare providers' digital ecosystems. They support efficient patient data management, enhance care coordination, and improve operational workflows. By integrating Epic's clinical and administrative functionalities with Microsoft's communication, collaboration, and analytics tools, healthcare organizations can optimize resource allocation, minimize inefficiencies, and make data-driven decisions that enhance patient care and operational outcomes.

Why is it Critical for Healthcare Providers to Have the Best Microsoft Support?

In healthcare, any IT issue can have critical consequences. Downtime in systems like Epic and Microsoft can disrupt patient care, delay critical decisions, and impact overall hospital operations. For organizations using both Epic and Microsoft, it's essential to have comprehensive support that can quickly resolve technical problems across multiple platforms. This ensures that healthcare providers avoid disruptions in their data systems and maintain patient safety. When things go wrong, a rapid response to fix issues like data encryption, server failures, or integration glitches is essential.

The Best Microsoft Support Comes from a Multi-Vendor Support Service Like MVSS365

While Microsoft direct support focuses solely on resolving issues within Microsoft's ecosystem, healthcare IT environments are typically multi-platform and require broader expertise. MVSS365, a multi-vendor support service from Xcelocloud, goes beyond traditional support by offering advanced engineering services with level 3 and level 4 engineers who quickly resolve Microsoft-related issues and seamlessly manage problems across other leading vendors.

With expertise spanning multiple technologies—such as VMware, SANs, and other critical IT infrastructure—MVSS365 provides a holistic, multidisciplinary approach to incident management. This comprehensive support ensures complex cross-platform issues are resolved efficiently without requiring customers to navigate vendor-specific boundaries or repeatedly explain their challenges.

Incident Example: Ransomware Attack at a Healthcare Provider

In July 2022, a large US hospital experienced a severe ransomware attack that encrypted their systems, including a SQL cluster hosting their Epic databases. This critical database stored 10 to 40 terabytes of sensitive patient data, and the attack also compromised the organization's backup systems. Although SAN snapshots were available for data restoration, the SQL cluster failed to come online due to a quorum disk issue—vital for maintaining data integrity across servers.

The hospital had previously opted for MVSS365 to handle their Microsoft support and turned to that team in a time of need. MVSS365 engineers with broad technical expertise across various platforms, including VMware and SAN technologies,

identified the root cause of the problem and leveraged SAN snapshots to recover the encrypted data and restore the SQL cluster. The holistic, cross-vendor approach ensured the healthcare provider did not lose critical data and could continue operations without significant disruption.

Microsoft direct support would have struggled to resolve the issue due to its complexity, which involved multiple technologies outside Microsoft's direct purview. Without MVSS365's intervention, the hospital would have faced permanent data loss, risking patient safety and its business reputation. This incident underscores the necessity of multi-vendor support for organizations that rely on integrated technologies.

Recommendations: Why MVSS365 is the Best Practice for Healthcare IT Support

Healthcare providers using Epic and Microsoft should prioritize multi-vendor support for their critical IT infrastructure. MVSS365 provides comprehensive, cross-platform support that covers not only Microsoft but also other key technologies in healthcare environments. Unlike direct Microsoft support, which is often limited to software, MVSS365 can address issues across various technologies, ensuring faster, more effective problem resolution.

Recent SLA performance data show that MVSS365 consistently outperforms Microsoft's Unified Support in MTTR. While Microsoft's Unified Support takes over 16 days to resolve complex issues, MVSS365 resolves them in less than 4 days, highlighting its efficient incident management approach.

Industry analysts have recommended their clients consider adopting a multi-vendor support approach, noting that it provides better coverage for organizations with complex IT environments. MVSS365 embodies this best practice by delivering advanced engineering expertise, proactive incident management, and seamless integration of multiple systems. As demonstrated by the ransomware incident, MVSS365 is essential for healthcare providers seeking to maintain operational continuity and protect critical patient data in today's complex, multi-technology landscapes.

By opting for MVSS365, healthcare providers can ensure robust, reliable support transcending vendor limitations, safeguarding their operations and enabling them to deliver uninterrupted, high-quality patient care.