Quest Helps BloodSource Merge its IT Infrastructure

Along with new synergies and efficiencies, corporate mergers often bring challenges, too — especially when integrating IT systems and networks. Maria Gollnick, Director of IT at California-based BloodSource, one of the premier blood centers in the world, ought to know.

Founded in 1948, BloodSource merged operations last year with San Francisco's Blood Centers of the Pacific (BCP) and as of January 2017, has fully merged with Blood Systems, Inc. (BSI), a Scottsdale, Arizona-based nonprofit. The joined organizations now comprise 20% of the nation's blood supply.

"Merging your infrastructure with another organization is never easy," says Maria. "But this effort was especially complicated."

That's because BloodSource was expanding its own operations while BSI was in the process of acquiring additional companies. "You can imagine," Maria says, "the challenges and conflicts this generates as we get all the distinct systems and networks to play well together."

15 years' support and guidance from Quest

For support and guidance, BloodSource turned to Quest, its long-time trusted technology partner. Over the past 15 years, BloodSource has employed both Quest's Professional Services, including on-site experts, and Quest's Managed Services, including monitoring and managing core, mission-critical BloodSource systems as well as its network.

"Quest designed our network as well as our voice system and call center, and they worked on a couple of network refreshes — all of which are critical for an organization like ours that uses telerecruiting to solicit donors," Maria explains. "We knew we could benefit from their expertise as we transition to a new corporate infrastructure."

Going beyond technical expertise

She notes that Quest's help has extended beyond technical expertise. "The engineers from Quest, like Sam Eddings and Virgil Dacasin, know the challenges that'll appear and have provided ideas and direction. They're sounding boards for the corporate IT group formed from our recent mergers.

THE BOTTOM LINE

"Merging your infrastructure with another organization is never easy," says Maria Gollnick, Director of IT at California-based BloodSource. But long-time technology partner Quest helped her discover and deploy the optimal solutions.

IN THIS ISSUE
Quest expertise helps BloodSource merge infrastructures

The 3 IT Infrastructure Merger Imperatives

Whether it's a complex corporate merger like the one Maria Gollnick of BloodSource has dealt with (see page 1) or, say, the shifting of an on-site infrastructure to a cloud environment, the challenges of merging/consolidating IT infrastructures can be overwhelming.

Even modest consolidation involves networks, data centers, hardware, applications, clouds, backup plans, security policies, business and compliance processes, anticipating future needs and technologies, and more — all of which must be understood and then integrated into a new, efficient IT environment.

Regardless of any given IT infrastructure consolidation's particulars, they all share these three imperatives, on which you should focus *before* beginning the actual work of merger/consolidation:

1 Know your environments. This requires exhaustive information gathering — about everything from where business-critical data resides to application traffic flow to employee attitudes about BYOD.

2 Develop a thorough, solid infrastructure integration plan. You need to understand business objectives and goals, identify risks and opportunities, conduct due diligence about your options, carefully structure your implementation plan, and ensure all stakeholders are engaged via clear communications.

3 Select resources you can trust.
Few organizations have the in-house expertise needed to undertake IT infrastructure merger/consolidation. Partner with a trusted technology consultant who has a proven IT infrastructure consolidation track record.

CHECK OUT MORE OF TIM'S THINKING AT www.questsys.com/CEOBlog/

"By exploring ideas and suggesting various alternatives, Sam has helped us determine the best solutions. And Virgil recently presented an extensive overview of our current network capabilities, helping us highlight its robustness and stability as well as the need to continue support for its functionality."

It's also about the relationship

BloodSource has stayed with Quest for other reasons, too, Maria explains.

"Relationships matter," she says. "Quest understands that in order to develop effective solutions for your organization, they need to understand your priorities, your business, and your people."

> ❝ **Quest tries very hard to make sure we're not caught off-guard.** ❞

As an example, she points to Quest's very proactive nature. "We're contacted frequently by our Quest account manager, Steve Hill, and our service manager, Laurie Henry, to see how things are progressing, make us aware of any performance problems, or alert us to vulnerabilities on the horizon that could impact us."

She adds, "Quest tries very hard to make sure we're not caught off-guard. This has become doubly important as we deal with the complexities of merging several organizations' IT systems."

When it comes to technology partnership, Maria suggests, "Rely on managed services for help dealing with the really critical parts of your systems. Look for partners like Quest that appreciate the reality of budget constraints and only sell you what you need. Their approach should focus on helping you be smart about what you use."

Sustaining service levels no matter what

BloodSource faces many changes as it evolves. Yet, says Maria, some things are non-negotiable.

"One of our chief goals going forward is to continue delivering the same level of service we've given our users, our donors, and our patients over the years. To that end, we'll keep upgrading all of our software, applications, and networking so we stay current, and Quest will play a big part in that effort."

Quest's IT Infrastructure Capabilities:
All the Technology Integration Help You'll Need

Find yourself facing some sort of IT integration challenge? Chances are it'll be significantly more complex than you expect. Fortunately, Quest offers many capabilities and services that can help.

Quest's Network Health and Infrastructure Check

This comprehensive assessment evaluates your environment as well as your readiness to consolidate it and/or deploy advanced applications.

Quest's Professional Services

Our range of professional IT services focused on infrastructure provide end-to-end networking solutions including design, installation, deployment, and maintenance. We also offer network and wireless assessments, telecomm auditing, and security assessments.

Quest's Infrastructure Services

Our fully integrated approach covers consultation, system design, installation, and development. Quest capabilities span cabling, data center design/build, fiber optic solutions, fusion splicing, video conferencing, paging/notification systems, video surveillance, access control, smart office systems, wireless systems, and even cell tower upgrades.

Quest's Infrastructure as a Service (IaaS)

Based on cutting-edge data center architecture, Quest's cloud-based IaaS powers rapid, secure on-demand delivery of infrastructure and network services across all types of applications to ensure automatic provisioning and management, including self-service capabilities, policy-based controls, metering, and billing/charge-back.

Quest's Network Management Services

Quest will work directly with your team to test, configure, and augment your network, delivering 24 x 7 network management and monitoring.

Quest's Network Performance Monitoring and Maintenance Services

Our portfolio of proactive managed network services includes application monitoring, network performance monitoring (on-site and remote), trend and capacity planning, fault prevention, service-level management, and customized reporting.

Quest's System Monitoring and Management Services

Our network, server and storage monitoring and management services include: dashboard-to-flow drilldown; virtualization monitoring; network server and storage configuration management; topology discovery and mapping; root cause analysis; and real-time and historical reporting.

Quest's professionals have decades of experience taming IT integration challenges. Calling us at the beginning of your IT integration project can save you plenty.

DID-YOU-KNOW?

Essential to M&A Success: Effective IT Integration

Regardless of the size of an organization, when it's merger/acquisition time, optimizing diverse IT systems and networks is both the greatest of all the integration challenges and the most expensive. For many, it's also the top factor in achieving a successful M&A transaction, according to a recent Deloitte survey.[1]

Likewise, poor IT integration is one of the chief reasons that acquisitions fail to generate expected value. This is a far too common occurrence (no less than 84% of Deloitte survey respondents say at least some of their 2015/2016 deals didn't generate the expected value or ROI, and 78% identify failure to effectively integrate as one of the reasons).[1]

Other surveys[2] show that integrating business processes and their underlying information technology systems was one of the top two problem areas going back 20 years.

Cybersecurity and compliance issues are also surfacing. In one survey,[3] 70% of those queried said compliance problems are one of the most common types of cybersecurity issues uncovered during M&A due diligence, while 40% pointed to a lack of comprehensive security architecture. And 40% said they had discovered a cybersecurity problem at an acquisition after a deal went through.

1 deloitte.wsj.com/cio/2017/02/13/ma-shines-spotlight-on-cios-tech/
2 www.pwc.com/us/en/deals/ma-integration-survey.html
3 www.westmonroepartners.com/Insights/White-Papers/security-survey

What's New...

Quest Listed on CRN's 2017 Solution Provider 500

Once more, Quest has earned a place on the SP500.

It's become something of a tradition, since Quest has been named to CRN®'s pre-eminent Solution Provider 500 (SP500) list every year since its inception in 2012 and was included on its predecessor list, the VAR500, before that.

The CRN SP500 channel partner annual award listing ranks the 500 largest technology integrators, solution providers, and IT consultants in North America by revenue.

"We're deeply gratified that Quest has been recognized once again as a leading provider of information technology integration, consulting, and solutions," said Tim Burke, Quest President and CEO.

"With each passing year, information technologies become more critical to our customers' success," he added, "and we at Quest continue to invest in the infrastructure, technical expertise, and customer attentiveness so essential to ensuring these technologies deliver what our customers need when they need it."
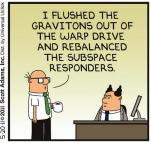
"By spotlighting the North American IT channel partner organizations that have earned the highest revenue over the past year," noted Robert Faletra, CEO of CRN parent The Channel Company, "the Solution Provider 500 list offers a valuable resource to vendors looking for top solution provider partners.

"The companies on this year's list," Faletra said, "represent an incredible combined revenue of over $318 billion, a sum that attests to their success in staying ahead of rapidly changing market demands."

Tim noted, "When we at Quest ask 'how can we help?', we really mean it, whether that help involves security, network architectures, virtualization, mobility, business continuity, storage, unified communications, project management, computer forensics, or industry-specialized solutions. Quest professionals work at information technology's leading edge, customizing and integrating the best of cloud, managed services, and on-site capabilities to effectively and efficiently address each of our customer's requirements."

DILBERT: © Scott Adams. Used by permission of Universal Uclick. All rights reserved.

FIND, FRIEND, FOLLOW QUEST

facebook.com/QuesTechUSA

twitter.com/QuesTechUSA

youtube.com/QuesTechUSA

linkedin.com/company/252386?trk=tyah

plus.google.com/
108046751814972570156/posts

QUEST PLAYBOOK

What we offer:
http://www.questsys.com/ePlaybook

QUEST ASSESSMENT SERVICES

Test drive our services, evaluate our expertise.

For **a complete listing,** go to: http://www.questsys.com/assessment-services.aspx

Disaster Recovery Workshop
http://www.questsys.com/disaster-recovery-services/disaster-recovery-workshop-video.aspx

Security Workshop
http://www.questsys.com/security-workshop-video.aspx

Cloud Workshop
http://www.questsys.com/cloud-assessment/

IN THE MEDIA ROOM

VISIT QUEST CEO TIM BURKE'S BLOG
(www.questsys.com/CEOBlog/)

NEWSLETTERS
Get current and back issues of our popular newsletter.
Manage your newsletter subscription:
Let us know how you want your newsletter sent at http://www.questsys.com/SANpreference.aspx Choose an emailed PDF or hard copy via USPS.

Quest STRATEGIC ADVISOR
Publisher: Tim Burke
Editor: Barbara Klide
Contact the editor at: barbara_klide@questsys.com

How can we help?®