CASE STUDY

Minnesota-based Health Care Provider Achieves Better Network Performance at a Lower Cost with Thunder ADC

Industry | Healthcare

Driving Innovation in Teleradiology

Founded in 2001 and based in Minnesota, the company is the leading national teleradiology services and telemedicine company with over 500 U.S. board-certified and eligible physicians. With deep clinical expertise, 20 patents for innovation in telemedicine workflow, and sophisticated capabilities for imaging analytics and deep learning-assisted diagnostics, the company helps clients make better decisions about the health of their patients and their imaging services. Its evidence-based insights help key decision makers at 2,100+ health care systems, hospitals, and onsite radiology groups across the U.S. improve the efficiency of their radiology service lines and practices.

The scale of the company's radiology practice and its extensive investments to improve physician productivity and speed help the company stay at the forefront of its field — including the world's largest and most advanced radiology picture archiving and communication system (PACS). But to fully leverage the value of these technologies, the company needs to keep its application delivery infrastructure operating at peak performance and efficiency.

> *A10 Networks' solutions allowed us to continue with server load balancing while getting us off of obsolete equipment — and at a reduced cost."*
>
> — Network Administrator, Minnesota Health Care Company

Network Solution

Thunder ADC

Critical Issues

Improve performance, reduce costs, and simplify management for the network infrastructure that supports 500+ physicians working with radiology images from 2,100+ client facilities across the U.S.

Results

- Lowered CapEx and OpEx by 50 percent or more each by consolidating networking equipment and server requirements
- Accelerated the deployment of new and differentiated services for the fast-growing telemedicine market
- Increased network performance more than 50% with superior scalability, reliability, and quality of support

Modernizing an Outdated Application Delivery Infrastructure

Digital technologies are driving dramatic advances in radiologic imaging techniques and teleradiology services. The company uses artificial intelligence (AI) to process more than 10,000 studies each day to identify critical pathologies for escalation to its radiologists, enabling more timely care that can literally save lives. At the same time, the expansion of telemedicine has enabled patients to access a wider range of specialized services without the need to travel. Innovations like these are both transforming the healthcare industry and the practice of modern medicine — and placing heightened importance on the reliability and performance of its technology infrastructure.

To ensure the best results for its clients and their patients, the company identified several key priorities for updating its application delivery infrastructure. By replacing outdated equipment, the company would gain a more complete, modern feature set for ensuring server availability, protecting vulnerable applications, and accelerating content delivery. At the same time, consolidating networking equipment and server requirements would simplify management while reducing costs. A more agile network infrastructure, including server load balancing (SLB), would facilitate the deployment of new and differentiated services. Improved performance would help the company leverage its extensive digital resources more effectively.

Selection Criteria

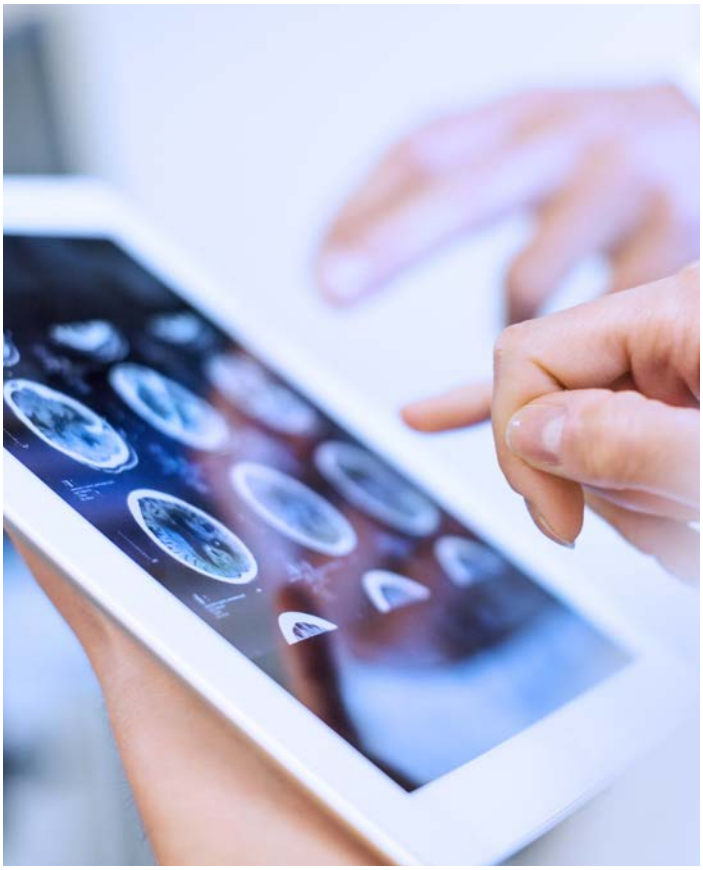
The company's objectives aligned closely with the A10 Networks value proposition. Approximately one-third of A10 Networks customers cite the consolidation of network equipment as a primary reason for their selection. A similar number choose A10 Networks to deploy new or differentiated services. Support for performance and quality-of-service SLAs is a commonly cited criterion, and 78 percent of A10 customers improved performance by 25–49%.

A Simpler, More Agile Digital Environment

The company implemented an A10 Networks solution including Thunder® ADC for application delivery and load balancing. By ensuring server availability, protecting vulnerable applications, and accelerating content delivery, Thunder ADC helps reduce downtime and ensure business continuity. Polynimbus management reduces operational complexity and cost for multi-cloud and hybrid cloud deployments, while the consolidation of point products and the replacement of the company's legacy equipment has reduced network complexity and TCO.

The company also uses the A10 Harmony® Controller as it provides the company with centralized agile management, automation, and analytics for A10's secure application services deployed over its diverse underlying infrastructure. The company can efficiently automate the deployment and operations of application services to shorten time-to-market for new offerings. Faster troubleshooting, alerts on performance or security anomalies, improved capacity planning, and the optimization of IT infrastructure and cloud environments help deliver better service at a lower cost.

The company uses its A10 Networks solution in conjunction with other enterprise technologies including DNS servers, web servers, ecommerce applications, and VMware. In addition, Microsoft Teams, Office 365, and unified communications solutions round out the organization's solution mix.



Better Performance and Reliability — at a Lower Cost

The health care company's A10 Networks solution has helped it transform its application delivery infrastructure for greater performance and efficiency. "A10 Networks solutions allowed us to continue with server load balancing while getting us off of obsolete equipment — and at a reduced cost," says the network administrator of the Minnesota-based company. With a complete, modern application delivery infrastructure in place, the network administrator reports much better features and usability as well superior reliability and quality of support. Increased network performance and improved application delivery have led to an overall increase in performance of 50–74 percent as well as more efficient business processes. OpEx and CapEx have each been reduced by 50–74 percent as well, enabling the company to realize a positive return on investment in only 3–6 months.

Success and Next Steps

The company plans to build on the success of its A10 Networks solution by upgrading its Thunder ADC software for added functionality, as well as adding advanced ADC analytics or management, which can enable Layer 4 to Layer 7 visibility into user experiences, traffic profiles, and server health to troubleshoot and proactively ensure service. With a fully modern application delivery infrastructure in place, the Minnesota-based health care company is well positioned to continue its leadership in teleradiology innovation and practice.

About the Health Care Technology Company

The company is the leading national teleradiology services and telemedicine company in the healthcare industry. The company's clinical expertise and evidence-based insight help clients make better decisions about the health of their patients and their imaging services across 2,100+ U.S. hospital, health system, and radiology group facilities.

App Delivery Needs to Evolve:

The State of Hybrid Cloud Application Delivery

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About A10 Networks

A10 Networks (NYSE: ATEN) provides secure application services for on-premises, multi-cloud and edge-cloud environments at hyperscale. Our mission is to enable service providers and enterprises to deliver business-critical applications that are secure, available, and efficient for multi-cloud transformation and 5G readiness. We deliver better business outcomes that support investment protection, new business models and help future-proof infrastructures, empowering our customers to provide the most secure and available digital experience. Founded in 2004, A10 Networks is based in San Jose, Calif. and serves customers globally.

For more information, visit A10networks.com and follow us @A10Networks.

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About A10 Networks

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