

A Franklin Primary Health Center Success Story

Build Back Better the vCTO Way



NetraVine was founded in 2012 by the CEO, Kenny Sallee, a CCIE certified infrastructure architect, as a result of observing traditional IT consulting companies that focused on their bottom line rather than their customers and their needs. He knew that his expertise and innovative methodologies could solve complex problems efficiently. With this approach, NetraVine has grown organically through word-of-mouth nationwide, while following the philosophy “just because you can, doesn’t mean you should”.

NetraVine provides services based upon each client’s needs through assessments ranging from staff skills to infrastructure, roadmaps, and budgeting. These services also include consulting, network architecture, design, engineering, staff augmentation, and project implementation. In addition, NetraVine supplies hardware and software through our strong relationships with vendors. We take pride in our strong work ethic and customer relations so that your organization and NetraVine can combine forces to align business and technology solutions.



Franklin Primary Health Center is a private, non-profit community health center founded in 1975 by Dr. Marilyn Aiello and a group of local citizens in order to provide quality healthcare to the underserved Davis Avenue community in Alabama. Initially, the center was staffed by volunteer physicians, nurses, technicians, administrative personnel, and medical & nursing students. In 1982, Franklin extended the center to 26 community-based centers, including the 40,000 square foot Medical Mall, which offers a variety of primary health and social services. Today, Franklin Primary Health Center has 46 providers, physicians, dentists, optometrists, nurse practitioners and 285 employees. It is a critical component of the health care safety net in the community and provides quality healthcare for those who are uninsured and underserved.

THE NEED

Franklin determined they needed a thorough review and refresh of their IT processes & systems to assist in their migration to OCHIN hosted Epic and to support the continued growth in support of expanded patient care and development of their health centers. They also recognized they had grown enough to seek outside assistance expanding and reinforcing the IT department within the organization.



THE SOLUTION



Perform an IT Assessment

This is done through interviewing key individuals from all departments & levels for analysis. In doing so, we better understand the posture of the entire organization not just from an IT perspective but also from an security, efficiency, and morale perspective.

01



Conduct a Comprehensive Active Security Analysis

To adhere to the **HITRUST** and **HIPAA** requirements, we perform an internal & external penetration testing and assessment. As well as a thorough review of processes and controls. We analyze the security posture and use this information to add to the overall gap analysis and roadmap.

04



Understand the Applications & Business Processes

Understanding the applications and processes helps us understand the business, which in turn allows NetraVine to align business and technology goals.

02



Finalize Data Analysis for Executive Presentation

All data gathered in the previous steps are used to deliver a detailed report, **roadmap**, and budget that is presented to executive leadership.

05



Execute a Detailed Technical Analysis of the IT System

We dive into the details of our customers storage, network, computer and security systems. Here, we verify what we learned in the IT Assessment interview phase and identify technology gaps in best practices.

03



Execute Roadmap

As acting **vCTO**, NetraVine focuses on internal technology solutions, so our customers can concentrate on what is most important to their organization.

06

THE RESULTS

Franklin Primary Health Center's goal was to have seamless integration within the organization through [The vCTO Way](#). NetraVine accomplished this by making it our mission to cultivate trust and to seamlessly handle the refresh of their internal IT Systems' processes, people, and technology. We provided [vCTO Leadership](#), project management, network, cloud storage, security, and computer engineers to execute the customers roadmap built during the assessment phase of the project. In conjunction with the Franklin Primary Team, we developed a comprehensive 5-phase roadmap and budget for implementation. This gave Franklin Primary the ability to prioritize their patients & health centers.

We are currently in phase 3 of project execution with completion of these major milestones:

- Designed and continued implementation/administration of a [highly available and redundant network infrastructure](#).
- [Upgraded the phone systems](#).
- Implementation of a [SOC and SIEM](#) solution to enhance Franklin's security posture and provide visibility and proactive monitoring for malicious activity.
- Migration to [OCHIN hosted Epic](#).
- Executed an [Active Directory upgrade](#), File Server upgrades, and migration to Microsoft Office 365.
- Implementation of [Multi-Factor Authentication \(MFA\)](#) for VPN and Server access.
- Executed a [Private Cloud as a Service](#) solution.
- [Worked hand in hand](#) with Franklin's IT team to enhance the organizational chart and helped with justification of adding new team members.
- [Continued support](#) for the COO and CFO, providing status updates, budgetary review, and federal grant alignment.



Contact us to find out more about what we can do for you!