Dedalus

transforms to a services-based business in the cloud.

" We now have applications we can deliver as a managed service, and what used to be weeks to months of engagement is now 16 minutes to deploy. "

Stephen Burmester
CTO, ANZ
Dedalus

Industry
Health

COMPANY BACKGROUND

Dedalus is a global healthcare software provider with over 240 clinical applications used worldwide, each year producing over 4 billion diagnostic results from 5700 labs and diagnostic centers.

Dedalus have served 540+ million people across 40 countries and 7500 healthcare organisations.

THE CHALLENGE

Dedalus needed to establish a secure, efficient cloud environment from which to make their many applications available to their customers as a service, while reducing the effort required to manage their own underlying technical estate. Provisioning of their clients' software had to be rapid, predictable and manageable at scale.

Additionally, they had to ensure the service and support they provided their customers 24 hours a day, 7 days a week, would not be impacted in any way—even as they migrated their Customer Support and Product Development teams to the cloud.

QUICK FACTS

- 540+ million population served
- 470,000 beds supported
- 4 billion diagnostic results produced per year

THE SOLUTION

SaaS Application Deployment

Dedalus used LAB^3's Bedrock to create "application blueprints", which allowed them to deploy their solutions to customers as a managed cloud service without requiring any on-premises infrastructure.

Centralised Cybersecurity

Dedalus secured their environment using LAB^3's SIEM/SOAR solution, Security Insight, and engaged LAB3's 24x7, Microsoft MXDR certified Security Operations Centre (SOC) for ongoing threat detection and response.

AI-Accelerated Cloud Migration

Finally, they used LAB^3's Dr Migrate to plan and facilitate the migration of their R&D and Customer Support departments, allowing them to meet their 90-day deadline for exiting their incumbent data centre without business disruption.

"" The work that we're doing with LAB^3 [in the cloud], leveraging their Bedrock platform and application blueprints where 'everything is code', is all about shortening the time to value for our customers. "

Stephen Burmester
CTO, ANZ
Dedalus

THE RESULTS

Dedalus' new "Application Managed Service" platform allows them to offer their software solutions to customers as cloud services, rolled out in minutes. This has translated into a dramatic improvement for their customers in both the time-to-value, and the operational overhead associated with their solutions.

Dedalus' streamlined cloud environment has freed up substantial business resources, enabling them to invest even further in customer service, customer support, and product development.

- 30 min or less to deploy customer solutions
- R&D and Customer Support migrated to Azure in under 12 weeks
- 30%+ reduction in customer support requirements
- 24x7 cybersecurity protection (SOC managed service)

ABOUT LAB^3

Lab^3 specialise in cybersecurity, cloud migration and application modernisation. We are an award-winning Microsoft Partner with 5 Solution Partner Designations, 6 Advanced Specializations and one of the largest Azure engineering practices in the southern hemisphere.

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