



Case Study

IT infrastructure managed services help U.S Army Corps manage emergency hospitals



Customer Overview

Customer

An engineer formation of the United States Army

Profile

The client primarily oversees dams, canals, and flood protection as well as a wide range of public works throughout the world.

Industry

Engineering

Services

IT Infrastructure Setup and Management

Business Need

U.S. Army Corps of Engineers (USACE) provides vital public engineering services in peace and war to strengthen the nation's security, energize the economy, and reduce risks from disasters. The highly disciplined people working with partners through systematic thought and action help deliver innovative and sustainable solutions to engineering challenges.

As the COVID-19 pandemic intensifies, USACE is overhauling unused hotels, dormitories, convention centers, and large open spaces to build hundreds of temporary hospitals designed to cope with the slew of new coronavirus cases being diagnosed daily.

With cases reaching the projected peak, and healthcare resources and workers stretched thin, USACE approached Synoptek to help design, build, and manage the technology infrastructure of new alternate care facilities being erected in response to the COVID-19 crisis. Synoptek was requested to provide technical support to get four USACE transitional hospitals fully operational in Illinois.

Solution and Approach

Since inception, Synoptek has helped organizations cope with calamities such as fires and floods. Therefore, we understand importance (and urgency) of successfully architecting and quickly deploying robust, high-performing and redundant alternate care facilities – so immediate medical care can be given to those who need it the most.

Leveraging our expertise in HIPAA compliant data and systems, we are helping USACE design, build, and support a one-stop platform to deal with the snowballing crisis. Using a tailored and customized approach, we provide the following services to quickly set up temporary COVID-19 facilities across the state of Illinois:

- Professional services architecture, procurement, configuration, and deployment to ensure that the network being set up is interoperable with outside vendors, healthcare providers, and hospitals. Such interoperability will enable hospitals to extend existing operations, electronic imaging, medical record systems, and telephone systems to alternate care facilities.
- Applications support and vendor management to provide expanded healthcare systems, devices, and equipment support to existing hospital IT staff as the demand for connectivity and issue resolution of medical systems increases.
- 24/7/365 technical and end-user support, so infrastructure, servers, and network can be constantly monitored and end-user issues can be quickly resolved to ensure continued operations.
- Managed security services including Anti-spam, Anti-virus, and Anti-malware deployment to maintain security and ensure BAA and HIPAA compliance.



Business Results

Dealing with a pandemic of this magnitude requires the combined efforts and support of every inhabitant of this world. As a socially responsible company, we are doing all we can to flatten the curve.

In our mission to accelerate designing, deploying, and managing alternate care facilities across the country, we are ensuring the highest standards of security and compliance levels needed to fight a pandemic of this magnitude.

Our Managed IT services is enabling USACE to quickly erect makeshift hospitals across the country to provide urgent medical assistance to Coronavirus patients and reduce the strain the pandemic has inflicted on the existing medical system.

About Synoptek

Synoptek delivers accelerated business results through advisory-led, transformative full-life-cycle systems integration and managed services. We partner with organizations worldwide to help them navigate the ever-changing business and technology landscape, build solid foundations for their business, and achieve their business goals.