

**CASE STUDY**

# A Prescription for Customer Satisfaction

The Ministry of Health and Prevention (MOHAP) is responsible for the United Arab Emirates' (UAE) healthcare policy and implementation. Since its inception in 1970, MOHAP has strived to enhance the health of its citizens by providing comprehensive, innovative healthcare services at a world-class standard. It also acts as a regulator and supervisor of the wider healthcare sector through the UAE's integrated health legislative system.

Driven by the UAE's wider mission to turn government entities into digital service providers, MOHAP continued to develop effective health information systems and apply global standards in the management of health facilities and infrastructure. IT operations is a key success factor in this mission, and they have continued to improve their systems to be always ready and in line with the wider mission of the organization. "We wanted to keep up with the government's plans to go fully digital and exceed customer expectations, accordingly we set the pace of our IT operations," says Mubaraka Ibrahim, IT director at MOHAP.

## The Need for Speed

MOHAP's internet and multiprotocol label switching (MPLS) network was always heavily used by all medical staff from within the organization and patients from outside the organization. This very high demand necessitates the need for more speed in a new, more agile way.

Thus, MOHAP was looking for a new technology that is providing a reliable, fast, and highly available connectivity, with adequate security and strong coverage across all sites. An overhaul was necessary, but the solution they chose would have to meet a strict set of criteria.

## Figuring Out How

In addition to the solution required, it was essential that its new IT partner offered enterprise-level support and had experience dealing with sites of a similar size and sector.

The offering needed to be easy to manage and maintain across a wide-area network (WAN), with high security standards to protect its growing realms of sensitive customer data. It needed to be able to identify and close gaps in the system, be thoroughly tested to avoid any problems, and of course, it needed to be highly rated and trusted by the industry.

After finding out about Fortinet through third-party consultants and squaring it up against other leading network and security solution vendors, Fortinet passed MOHAP's proof-of-concept testing. Fortinet proved that they were able to provide the standard of support MOHAP would require—and in some areas, even exceed expectations. "The level of service Fortinet provided has been excellent. We're delighted to continue to work with them on modernizing and expanding our IT services," says Sameer Khoory, IT advisor at MOHAP.



*"As always we put our patients first and focus on satisfying their needs, we invested in new technology foundation to ensure the continuous patients satisfaction."*

– Mubaraka Ibrahim, IT Director at MOHAP

## Details

**Customer:** Ministry of Health and Prevention

**Industry:** Government

**Location:** United Arab Emirates (UAE)

## Business Impact

- Ensure customer satisfaction and reduce number of complaints
- Improved network connectivity and speed for a better guest wireless experience
- Aligned organization's standards and progress with government's vision

## The Operation Was a Success

Fortinet Professional Services provided the overall architecture and solution design and deployed the solution in MOHAP's data center and 16 major sites and hospitals. MOHAP is still in the process of rolling out these changes to all 160 locations, but has already begun to reap the rewards of this digital transformation.

With the introduction of Fortinet Secure SD-WAN, MOHAP has been able to ensure a high-performance MPLS. The IT team has more visibility over the network and can manage issues more effectively, all with the built-in security of the industry-leading FortiGate next-generation firewall (NGFW). Secure SD-WAN also enabled MOHAP to load balance the MPLS and avoid overloading its corporate network.

The network itself is faster and more resilient. Thanks to the clear visibility provided by FortiAnalyzer, managing the network and deploying changes have become second nature. The automatically generated reports have helped with this too, making it simple to track bug fixes and reduce errors from occurring. The reduced manual troubleshooting process, and increased automation, have resulted in a quicker time to resolving errors.

MOHAP prides itself on providing excellent customer satisfaction, and this area has increased exponentially since the new system was deployed, allowing more customers to receive the service they need, exactly when they need it. MOHAP expects this will be reflected in its annual customer satisfaction survey.

Noticeable improvements have already been experienced and reported, and MOHAP is still seeing the benefits of its new SD-WAN solution. For example, customers had long been requesting wireless connectivity inside the hospitals so they could stay in contact with the outside world and keep themselves entertained while they wait for their appointments. This is now possible, thanks to the suite of new Fortinet products deployed. In addition, MOHAP was able to add more than 20 new locations to its system within a week to help cope with COVID-19—something that wouldn't have been possible had it maintained its legacy connectivity. Adds Ibrahim, "Fortinet's solutions have allowed us to be able to put our patients first as always and focus on satisfying their needs."

## Heading for a Full Recovery

MOHAP looks forward to deploying its new system changes across all corners of the organization. The organization is well on its way to offering fully digital, cutting-edge services that are accessible to all, not just those fortunate enough to live near a location with connectivity. Easier to reach, easier to use, reliable 24/7: MOHAP's mission statement has been realized with help from Fortinet's solutions and the guidance of Fortinet Professional Services.

## Solutions

- Fortinet Secure SD-WAN
- FortiGate
- FortiAnalyzer
- FortiExtender
- FortiWiFi
- FortiManager
- Fortinet Professional Services for solution design and deployment assistance

## Fortinet Professional Services Scope

- Design workshop
- Solution architecture and design
- Provisioning and deployment of Fortinet appliances in two main locations and 16 regional hospitals
- Configuration conversion from existing legacy firewalls

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- Sameer Khoory, IT Advisor at MOHAP



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