# *Cantabrian Health Service trusts Apser to ease the management and billing of all their AWS hosted platforms using AWS Organisations and AWS Control Tower, creating a single point of contact for management tasks and billing issues.*

The Cantabrian Health Service's challenge

The health service was already using AWS services for a variety of deployment platforms, each managed by a different partner. One platform was for SAP (System Analysis and Programme Development), previously managed by Deloitte; another was for Covid-19 test automation, previously managed by Diatomea, and the third platform was the OHDSI (The Observational Health Data Sciences and Informatics) medical analytics platform, which was already managed by Apser. It is a multi-stakeholder, interdisciplinary collaborative to bring out the value of health data through large-scale analytics, enabling all data to be analysed in a standardised way.

Having three different providers for the same service (AWS) was a management issue, since none of the providers were managing the platform in the same way. Security standards were not being met consistently and when a global improvement had to be implemented, it had to be addressed three times , which made work processes challenging. Additionally, some of the providers could not undertake certain requested actions due to limitations beyond the control of the Cantabrian Health Service. Finally, they were not taking advantage of scale discounts that could be generated if the consumption of the three separate accounts were added
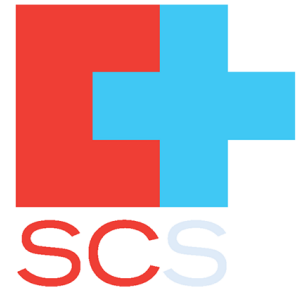
Cantabrian Health Service

The Cantabrian Health Service is an autonomous public health organisation, part of the Spanish National Health System. It is the first level of access of citizens to the Public Health System of Cantabria and offers comprehensive healthcare services through preventative, curative and rehabilitative care. It also includes health promotion, health education and environmental health surveillance.

In 2006 , the Cantabria Health Service had 7,458 professionals in its workforce to provide healthcare through its network of primary care and specialised care.

The Cantabrian Health Service was working with several different technology partners to deliver their Amazon Web Services (AWS). In order to improve operations and reduce the need for internal resources, they put out a tender to consolidate all of the separate services under one roof, with a single partner, Apser.

TD SYNNEX's Role

Thanks to TD SYNNEX's facilities and models such as the Spanish Public Administration Framework Agreement 13, Apser has access to public administration tenders. The enabling partner for the Framework Agreement 13 was Omega Peripherals; Apser developed the project and Omega facilitated Apser's participation in the tender process, then put them in contact with TD SYNNEX. TD SYNNEX also enable demand generation and AWS procurement opportunities for Apser, as well as a valid provisioning and billing platform with Customer Storefront and an API connection. TD SYNNEX offers preferential referencing for Apser at events such as the AWS Summit in Madrid, as well as sponsoring certain partner activities with marketing development funds.

The AWS Solution

Apser was already supporting the Cantabrian Health Service on the OHDSI AWS platform, and they responded to the public tender process to manage and support all additional AWS services for the customer. They successfully won the tender in February 2022, together with Omega Peripherals.

The migration process began, with Apser talking with the previous partners to define the transfer process of the AWS accounts and platforms. The first two AWS account platforms were successfully migrated to TD SYNNEX in February 2022. A security assessment was performed by Apser for both accounts and various fixes put in place.

The SAP platform AWS account could not be transferred, so a new account, new network and EC2 instances were provisioned, and communication VPNs were set up for Deloitte to be able to transfer the SAP software. This was a complex process but by July 2022, the SAP platform was fully stable and software customisations transferred.

AWS Organizations and AWS Control Tower services had been set by Apser to provide a central identity platform (IAM Identity Centre) with MFA; compliance measures like Service Control Policies; governance features such as CloudTrail and Cloudwatch Logs; security measures like GuardDuty; and Inspector and cost management features such as Cost Anomaly Detection.

A final compliance, security and governance assessment was made over the three accounts to ensure that best practices had been applied and met.

"The Cantabrian Health Service has been able to consolidate our AWS platforms, enhancing our operations through one single provider. It gives us the agility to change at speed and be responsive when required. If we need any support with regard to our AWS services, on the multiple platforms, we know we can trust Apser to deal with it, like an extension of our IT team."

- Santiago García Blanco, Director-General for Digital Transformation and User Relations at Regional Ministry of Health, Cantabrian Health Service

"At Apser, we specialise in helping public sector organisations with their technology requirements and we are an AWS Advanced Consulting Partner. We are delighted that the Cantabrian Health Service put their faith in our services to support them, as well as our ability to collaborate with all of their other partners."

- Eduardo Bayón, CTO, Apser

About the AWS partner, Apser

Apser provides IT solutions to businesses looking to transfer all, or part of, the lifecycle management of their technology infrastructure to a service provider that guarantees maximum availability. Apser delivers network management services, voice and data integration and hosting of critical applications that require high availability, high performance storage and fast disaster recovery.