# TRANSFORMING TECHNOLOGY OPERATIONS FOR THE SECOND LARGEST CANADIAN PEDIATRIC HOSPITAL

CLIENT OVERVIEW

Industry: Healthcare

Footprint: 640,000 sq. ft., 8-storey acute-care facility

Scale: 300+ beds

Details: Operates under a complex Public-Private Partnership (P3) model

Requirements: Dependent on modern, reliable IT infrastructure for clinical care, building systems, and patient services
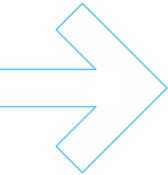
THE CHALLENGE

The hospital's technology operations were reaching a critical point

KEY ISSUES

- **Aging, obsolete infrastructure** creating operational and clinical risk

- **No clear accountability** within the P3 model for maintenance, upgrades, or lifecycle decisions

- **Frequent conflict** between stakeholders and declining SLA performance

- **Unplanned outages**, service interruptions, and technology "surprises" impacting patient-care environments

- **Mounting technology debt** with no unified roadmap or budgeting program

THE MISSION

IOSecure was engaged to provide:
Management Consulting – Technology Advisory – Lifecycle Services
to stabilize operations, reduce risk, and create a predictable, future-ready technology environment.

IOSECURE'S MODERNIZATION APPROACH

The second-largest Canadian pediatric hospital, a vital acute-care facility operating under a complex Public-Private Partnership (P3) model, faced escalating risks from aging and obsolete IT infrastructure that threatened clinical operations, patient services, and building systems.

Unclear accountabilities within the P3 structure led to frequent stakeholder conflicts, declining SLA performance, unplanned outages, and a growing backlog of technology debt without a unified roadmap or budgeting approach. These issues created operational instability and potential disruptions to world-class pediatric care, prompting the need for expert intervention to restore reliability and predictability.

## First Steps: Strategic Consulting & Technology Advisory

IOSecure was engaged to conduct a comprehensive discovery and analysis of the hospital's IT infrastructure, systems, and operational workflows, including a full audit of all P3 partners' roles, responsibilities, and interdependencies. This deep assessment uncovered underlying issues such as process ambiguities, governance gaps, and structural inefficiencies that were fuelling risks, conflicts, and service interruptions. Drawing on these insights, IOSecure developed a tailored modernization roadmap that prioritized migration strategies, aligned technology with clinical and business objectives, and established a foundation for sustainable lifecycle management.

Implementation: Lifecycle & Operational Services Standardization

Building on the roadmap, IOSecure introduced a robust standardization and accountability framework, defining clear roles, ownership, and governance processes across all P3 partners while implementing operational best practices to align business and technology teams from multiple organizations. A unified multi-year technology plan was rolled out, including prioritized migrations to modernize infrastructure and systems, alongside the establishment of sustainable budgeting, planning, and refresh cycles for hardware and software. These measures ensured consistent performance, reduced reactive interventions, and integrated lifecycle services to prevent future debt accumulation.

Tracking Client Results

The engagement culminated in a transformed IT environment that eliminated operational disputes, enhanced SLA compliance, and minimized unplanned disruptions, fostering a stable and reliable foundation for clinical care delivery. By aligning technology operations with long-term business needs, the hospital achieved greater predictability in budgeting and planning, turning IT into a strategic asset that supports innovation, efficiency, and adaptability without hindering patient-focused . IOSecure's integrated approach empowered the organization to maintain high-performing systems that prioritize continuity and risk mitigation in a demanding healthcare setting.
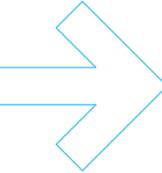
MEASURED RESULTS

OPERATIONAL EFFICIENCY

- Established clear roles, responsibilities, and ownership across all P3 partners
- Aligned business and technology teams across 3 organizations

PERFORMANCE, RESILIENCE & PRODUCTIVITY

- Assessed all IT systems and infrastructure across the hospital
- Implemented operational standards, governance processes, and best practices

COST REDUCTIONS

- Implemented a sustainable planning, budgeting, and lifecycle management model

LONG-TERM PREDICTABILITY & CONTROL

- Introduced clear processes for hardware and software refresh cycles
- Created a unified multi-year roadmap with prioritized migration strategies

> **100% clarity** of accountability across P3 partners: achieved alignment between tech and business.

> **~40 – 50% reduction** in operational disputes and escalations: 0 disputes/ penalties assigned

> Improved SLA compliance across critical hospital systems

> **~60 – 70% reduction** in unplanned outages and service interruptions

> Elimination of emergency upgrades during clinical operations

> **~25 – 30% improvement** in overall system performance and reliability

> 0 unexpected budget overruns following program implementation

> **~20 – 30% reduction** in reactive and emergency technology spend

> Eliminated growth of technology debt year-over-year

WHY IOSECURE?

We specialize in **complex healthcare environments** where operational continuity, stakeholder alignment, and long-term sustainability are critical. Our integrated approach ensures that technology supports, not hinders, clinical service delivery.

IOSECURE

STRATEGIZE + SIMPLIFY + OPTIMIZE =
TECHNOLOGY EMPOWERING PEOPLE, DRIVING INNOVATION

We work with clients to build a clear strategy, scope just the hardware and software required and optimize the technology so your IT stack delivers dependable and secure business results.

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