

Red River Empowers Remote Workforce with Microsoft Office 365

200 DECO team members now have flexibility to work remotely without interrupting productivity.



CHALLENGE

DECO Recovery Management is a healthcare organization that works with hospital administrations to maximize their Revenue Cycle Management Systems (RCM). As the liaison between many patients and hospitals, DECO helps improve the process of obtaining payment for the services that hospitals and clinics provide.

Initially, Red River was brought on to maintain and provide added support to their phone system. Our role eventually developed into managing their entire IT environment. In January 2019, DECO and Red River decided that it was time to modernize their back-office infrastructure. But rather than upgrading their legacy IT equipment, DECO wanted to migrate to a full Software as a Service (SaaS) based cloud infrastructure. One of the primary reasons for this upgrade was to move away from their on-prem model and to incorporate modern remote workforce capabilities.



SOLUTION

Along with moving from their on-prem infrastructure to Microsoft Office 365, Red River and DECO decided on a 3-part upgrade:

1. Adoption of OneDrive for Business and SharePoint Online
2. Upgrade their unified communications tool to Microsoft Teams
3. Deploy our Mobility Plus Managed Service

OneDrive and SharePoint

The Red River team needed to completely redesign the DECO file system and move it to the cloud. To ensure that DECO's files were securely and easily accessible in the new cloud environment, Red River recommended leveraging both OneDrive for Business and SharePoint Online. The Red River team worked with DECO to migrate their entire file server infrastructure and hierarchy into a combination of OneDrive and Sharepoint. After the asset migration, DECO's files would now be securely backed-up on the cloud and accessible from anywhere.

Microsoft Teams and VoicePlus

DECO was looking to invest in a new Unified Communications (UC) tool that could replace their current premises-based UC solution. After fully decommissioning their old UC solution, Red River's engineers worked to deploy Microsoft teams across DECO's entire 200 user base. Although DECO needed collaboration and meetings for every employee, they only required the full Teams calling capabilities for 50 specified users. Red River was able to integrate VoicePlus managed services and gave 50 users designated phone extensions for outside calls. By modifying their traditional phone system, DECO avoided paying for unnecessary calling capabilities for every employee.

Mobility Plus

After moving all their data into Office 365, we needed to properly secure it in the cloud. As part of our Mobility Plus Managed Services, Red River deployed InTune for mobile device management and Azure MFA for identity management. This would allow remote users to log into their Office 365 accounts from any device while maintaining authorization and security protocols.

Mobility Plus also allows conditional access for both on-site and remote users. This meant that remote users would be asked to provide authentication while on-site workers would simply need to be on a device enrolled in InTune. Leveraging both InTune and Azure MFA for authentication allows secure access for all DECO employees regardless of location and network.



RESULTS

From beginning to end, Red River supported DECO's digital transformation from an on-prem model to a cloud infrastructure. Day to day activities are now made easier in their new Office 365 SaaS environment. Moving their entire file server over to OneDrive and SharePoint was accomplished without data loss or interruptions to their business. Now employees can quickly access and store sensitive information and documents in the cloud.

MS Teams is a dramatic improvement over their previous unified communications solution. With Teams, daily collaboration and filesharing is made easier for a more mobile workforce. By taking advantage of MS Teams and VoicePlus, DECO reduced the cost of their phone system from 200 users down to 50. With this VoicePlus they've eliminated any reliance for an on-premise based phone system.

After moving their back-office applications up into Office 365 SaaS, DECO employees no longer need to worry about working remotely. InTune and Azure MFA allow them to quickly authenticate on any device without the need to continually log into a VPN. So long as employees have access to the internet, they can begin working uninterrupted from any location.

Rather than spending money on a complete hardware refresh, Red River was able to digitally transform DECO's legacy environment by leveraging Microsoft Office 365. Modernizing their back-office infrastructure has given DECO's entire staff the tools to increase collaboration and the flexibility to work from anywhere.

Remote Workforce Capabilities



**REMOTE
ASSESSMENT**



**DESKTOP-AS-
A-SERVICE**



**VIRTUAL
CLASSROOM**



**REMOTE
WORKFORCE
ASSIST**



**COLLABORATION
TOOLS**



CYBERSECURITY



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