



GO TIME: TOP TELEHEALTH CLIENT

VIDEO TRANSCRIPT

SAMIA TARRAF:

Hi, I'm Samia Tarraf, Lead for Accenture's North America Cloud business and this is GO Time. GO Time is NOW... so we are sharing short stories of partnership that begin with truly listening and then quickly provide agile solutions. Martin Paynter just guided one of our top telehealth clients through a period of unprecedented growth due to COVID-19 and is here to share their story with us.

MARTIN PAYNTER:

Thanks, Samia. Our client provides a telehealth platform that allows patients to obtain medical attention in a virtual manner. With COVID-19, the demand for remote care dramatically increased, practically overnight, stressing the platform and resulting in performance issues that impacted the user experience. When they called us, they said "We have to scale quickly - lives depend on it." We knew we had to provide a solution right away, and with minimal disruption. We also knew we had the best people and tools for the job.

SAMIA TARRAF:

Wow. That sounds intense. I'm curious how you approached the solution. Where did you start?

MARTIN PAYNTER:

We immediately assembled a SWAT team of experts from Accenture. Since there was a large Oracle component, we also brought in our Enkitech Group, which specializes in large and complex workloads. We deployed intelligent diagnostics built explicitly for quickly gathering insights so we can go straight to remediation

activities ... all virtually and without access the system. 24 hours from the first call, we had identified the two most pressing issues, 24 hours after that, they were resolved.

SAMIA TARRAF:

That is amazing. What I love about this is how seamless the mechanics were, but all driven by very human decisions based on need. Can you share the results?

MARTIN PAYNTER:

We were able to stabilize the platform and scale to meet a customer base that they had not expected to reach for 10 years...all in just 2 weeks. The CPU usage went from over 90 percent to less than 5 percent. The client's feedback to our team was: "Huge impact, helping to save lives. Fantastic team effort!" That's what we are here for.

SAMIA TARRAF:

Thank you, Martin for a great story on the importance of listening, empathy, agility and solutions – now more than ever. There is not a new normal so much as a "never normal" – these fundamentals are how we will help everyone emerge stronger.

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