

Delivering healthcare transformation on a secure foundation

Thailand's leading healthcare services provider safeguards data and enables outstanding care on a secure infrastructure.



By replacing its aging infrastructure with modern, scalable solutions from Dell Technologies, N Health mitigates the risk of relentless cyberattacks, enables doctors and nurses to use data for fast decision-making in delivering great patient experiences and gains readiness to drive regional growth.

Transformations



Fortify IT infrastructure with end-to-end, future-proof cybersecurity and cyber resiliency.



Demonstrate industry innovation to fuel local and regional growth.



Ensure compliance with data protection regulations.

Customer profile



Healthcare services | Thailand

Outcomes



Safeguards all care-critical data and workloads while processing 30 million tests per year.



Protects millions of healthcare-related transactions across 50 facilities every day.



Delivers high-quality, personalized patient care with reliable diagnosis information.



Makes extremely efficient use of storage arrays with 20:1 compression and deduplication.

N Health, a subsidiary of Bangkok Dusit Medical Services (BDMS), had to address the risks of ever more sophisticated ransomware and cyberattacks. The organization's services depend on secure collecting, storing and sharing of data.

N Health serves hospitals and patients at more than 75 locations across Southeast Asia and aspires to be the region's largest and most highly regarded healthcare services provider. Within BDMS, N Health also provides healthcare supply chain management, equipment maintenance and diagnostic services from 80 labs. Mr. Narongrid Galaputh, CEO at N Health, explains, "Technology has never been more important than in today's data-driven era by allowing N Health to deliver high-quality healthcare services to improve human health."

Building a secure, software-driven data center

When N Health executives decided to fortify the organization's security, BDMS's long-term relationship with Dell Technologies gave them a great starting point. Mr. Thawatchai Sereewattanapong, General Manager, Digital Efficiency at N Health, says, "We turned to Dell Technologies as a trusted partner to help us meet and exceed the pace of changing network security environments. This partnership helps us prioritize security and build trust with our patients."

Working with Dell Technologies and Innoco, a Thailand-based consultancy, N Health implemented a software-driven data center infrastructure. Its critical components include Dell PowerProtect storage appliances and Dell CyberSense for PowerProtect Cyber Recovery software. N Health is one of the first healthcare organizations in Thailand to deploy cybersecurity and cyber recovery solutions complying with the government's Cybersecurity and Personal Data Protection Acts. "N Health networks gained resiliency against cybercriminal activity, allowing us to efficiently protect critical data and workloads from any cyber threats," says Mr. Sereewattanapong.



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Scaling secure services and driving regional growth

N Health's infrastructure facilitates millions of daily transactions to support more than 10 million BDMS patients per year. It safeguards confidential patient data including over 30 million annual sets of test results shared with close to 12,000 physicians and 13,000 nurses. It also powers the other services N Health provides to BDMS, for example, by enabling the processing of data from more than 100,000 medical devices and millions of daily healthcare services-related transactions. Mr. Galaputh comments, "We're lucky to work with Dell Technologies and thereby ensure that every transaction is secure, accurate and speedy."

N Health can now deliver superior care quality and fuel its regional growth. "We maintain leadership in our industry by ensuring doctors receive the best possible information when they need it," says Mr. Galaputh, who expects the Dell Technologies partnership to continue. "I like Dell Technologies because of its solutions, but also because of its culture and the great people who understand our services and challenges," he concludes.

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