



## Case Study - Medela

# Medela Leverages Meridian IT Partnership as Part of Its Digital Transformation Journey

### Snapshot

Industry: Healthcare Technology

Business: Medical Device Manufacturing

Focus: Meridian IT mProtect

### Challenges:

- My Legacy Systems Are Old, Slow and Failing
- My Team is Seen as a Cost Center
- My Team Lacks the Skills Necessary to Build a Scalable Technology Footprint

## Overview

Medela, a global medical device company specializing in breastfeeding products, has been on a digital transformation journey for many years. As part of its brand promise to “nurture health for generations”, a digital transformation has been an integral part of how Medela planned to optimize its clients’ journey and thus has been at the forefront of its IT strategy and priorities. As part of this journey, in 2015, Medela was looking for a new IT partner to help it improve its IT infrastructure and support its growth.

## Business Challenge

Medela's IT infrastructure was a key enabler of its overall technology strategy. The company's IT infrastructure allowed it to collect, store, and analyze data, develop digital platforms, and use artificial intelligence. This then enabled Medela to improve its products, services, and overall customer experience.

One of the key components of Medela's overall IT infrastructure strategy was to optimize how it was handling backup and recovery, but they ran into a dilemma - although backup and recovery were important to the overall digital transformation plan, their team needed to prioritize other initiatives.

"Backup is important", explains Ramon Donis, Medela's Director of Global Affairs. "But it's not the most strategic task for our engineers to focus on."

After realizing this, Medela reached out to Meridian IT to better understand how they could partner together to accomplish their digital transformation goals.

And that is when Meridian IT introduced Medela to Meridian's mProtect solution. mProtect features advanced cloud backup and recovery software, along with a flexible financial SaaS model, combined with Meridian IT's white-glove managed services; which was exactly what Medela needed to reach their goals.

**"The backup and recovery solutions that Meridian IT offers are unique and stand as a clear differentiator compared to other service providers. Leveraging Meridian IT has helped our team save around 200 working hours per year"**

Ramon Donis  
Director, Global IT Infrastructure  
Medela

Donis continued, "That's why we've relied on our partnership with Meridian IT - because they have the flexibility, commitment, and great performance model to help Medela give our clients the best healthcare technology.

## Solution

Medela and Meridian IT worked closely to implement an advanced Enterprise cloud backup solution with Meridian's award-winning Managed Services wrapped around the solution to guarantee Medela's data was protected and stored securely.

"This type of deep expertise and having a proactive approach towards enterprise cloud backup is nonexistent with other vendors", said Donis. "The Meridian IT team stands out because of the way it provides Medela with an optimized backup and recovery solution. For us, it's about the flexibility that Meridian IT provides - having the availability to expand and contract licenses depending on our business requirements. One of the biggest values of Meridian IT is the flexible consumption model provided for Commvault licensing."

Teaming up with Meridian IT has empowered Medela by giving their staff more time to focus on their main business objectives - to expand and grow on a global scale. "I feel very confident with Meridian IT as our backup and recovery provider," affirms Ramon Donis. "Before our partnership, our engineers couldn't prioritize the projects that would help them focus on the company mission. With 24/7, around-the-clock monitoring, expertise in Commvault's professional services, and a flexible, consumption-based licensing model, Meridian IT has proven itself as a dependable source for data management and security.

## Customer Benefits

Medela's partnership with Meridian IT yielded significant benefits that positively impacted their operations and growth trajectory.

By entrusting their backup and recovery needs to Meridian IT, Medela's staff gained the gift of time to channel their energy toward their core business objectives.

The confidence instilled in Meridian IT's reliable backup and recovery service was evident. Meridian IT's around-the-clock monitoring, deep expertise in professional Commvault services, and attractive flexible, consumption-based licensing model provided Medela with a dependable source for data management and security.

Ultimately, with Meridian IT's partnership, Medela was able to focus on its mission, positioning it for continued success within the healthcare technology landscape.

## Meridian IT

**For 40+ years, Meridian IT has been helping medium and enterprise businesses solve their complex technical IT problems. Through a unique strategic perspective, deep expertise, and a personalized proactive approach, Meridian IT is the top IT solutions provider in the industry.**

Offering best-in-class cloud, hybrid, and on-premises data storage solutions, backup and recovery solutions, security solutions, hyper converged infrastructure, contact center solutions, flexible pricing models, and award-winning managed services, Meridian IT works with each client to create a customized plan to help solve their IT obstacles.

Meridian IT is part of Meridian Group International. Meridian Group International is a privately held organization headquartered in Deerfield, IL. Operating since 1979, Meridian Group International is a leading IT service provider and equipment leasing and finance company across 4 continents.



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