

# Right at Home



## Global Senior Home Care Franchise Corporation, Right at Home Successfully Implements Sitecore XP 10 with Carbon60's Managed Azure Services

Right at Home is a global senior home care franchise corporation. Most offices are independently owned and operated and are supported by trained, insured, and bonded caregivers who offer various elder care services.

### BACKGROUND

Right at Home was focused on the rollout of a new CMS system, Sitecore XP 10, and Carbon60 was brought in via a third-party partner to assist with implementing a fully managed Azure environment to support the new platform.

### CHALLENGE

As a service provider to those working in healthcare, having a highly available environment that's architected based on best practices is absolutely critical.

To implement the necessary infrastructure management within three months, the timing for the project was going to be very tight.

The key objectives for the project included:

- Completing the implementation of Sitecore XP 10 as quickly as possible.
- Ensuring the environment supporting the CMS was stable and had consistent uptime.
- Providing a reliable service that could provide comprehensive expertise to act as an extension of the in-house IT team.
- Ensuring backups were in place, including a comprehensive plan for disaster recovery.
- Having a service provider able to manage the Azure architecture in an ongoing capacity.

### SOLUTION

Due to the need to not only implement the new environment but also manage and then decommission the old one, Right at Home required a high degree of flexibility.

With the support of both the Chief Marketing Officer and the Web and Digital Marketing Director from the client's team and leveraging our experience sizing Azure infrastructure services configurations for mission-critical CMS deployments, Carbon60 was able to quickly scope the requirements and propose an architecture to best meet those requirements.

The project plan encompassed Carbon60's responsibility to oversee Right at Home's infrastructure hosted on Microsoft Azure Cloud Services. Their fully managed solution fulfilled the customer's secure, reliable, and compliant hosting infrastructure requirements.



### REQUIREMENTS



**Rapid Execution**



**Redundancy Measures**



**Managed Azure Environment**

## SOLUTION

In addition, Carbon60 was assigned the duty of integrating our monitoring systems and tools to support the continuous management and monitoring of the hosting infrastructure and associated services by our 24x7 service desk, supported by our engineering and DevOps teams.

The Managed Azure environment was sized and configured to support the customer's Sitecore XP 10 platform and is based on 200,000 website visits per month with a growth range of up to 500,000.

The full scope of the services for the project included:

- ✔ Implementation and management of the new environment.
- ✔ Supporting new Production, Staging, and Development environments.
- ✔ 24x7 monitoring and management of existing workloads.
  - Monitoring (Carbon60 and Azure tools)
  - Patch management
  - Performance monitoring (web servers via Azure Monitor)
  - Change management
- ✔ Monthly patching of operating systems - standard C60 system health monitoring.
- ✔ Ongoing tuning of the overall environment with recommendations for performance improvement.

## RESULTS

Despite the aggressive timeline for the project, Carbon60 was able to complete everything on schedule — from deployment to decommissioning to implementation through to ongoing support. Right at Home is now reaping the benefits of outsourcing IT infrastructure management, with Carbon60 relieving the ongoing pressure they had experienced with their previous providers.

Right at Home now operates with the ideal infrastructure and has ongoing external support thanks to Carbon60. This has enabled the Right At Home team to focus on other aspects of their business and provide their customers with a stronger experience without worrying about the underlying infrastructure.

**“ We are extremely satisfied with Carbon60’s performance in implementing and managing our new Microsoft Azure Cloud Services infrastructure. The fully managed solution has been secure, reliable, and compliant, and their monitoring systems and tools have been integrated seamlessly to provide continuous management and monitoring of our hosting infrastructure.**

**Christine Schuldt, Web & Digital Marketing Director | Right at Home Corporation**

## ABOUT CARBON60

Carbon60 accelerates companies on their cloud journey with our managed hybrid IT services. We provide cloud assessment, migration, 24/7 SOC2 compliant managed operations and security services combined with cloud adoption, app modernization and data insights services to organizations across several industries. Our white-glove service is delivered by our certified experts using multiple clouds including AWS, Azure, Google and our VMware clouds across Canada. Visit [www.carbon60.com](http://www.carbon60.com) to learn more.

**Contact us to find out more about our solutions and how Carbon60 can help with your cloud journey.**