Enabling healthcare innovation

Tāmaki Health

Constantly striving to improve patient experiences and clinical workflow efficiency, Tāmaki Health teamed up with Network Service Providers to supercharge its IT infrastructure with Lenovo ThinkSystem SR650 V3 servers powered by 5th Gen Intel® Xeon® Scalable processors—helping to drive advances in healthcare innovation.

Who is Tāmaki Health?

Tāmaki Health is New Zealand's largest privately owned healthcare group, caring for over 4,500 people every day through more than 50 general practice and urgent care clinics in locations spanning from Whangārei to Christchurch. Its aim is to improve health and wellbeing for its patients by offering easily accessible, high-quality, affordable services in the community.

Tāmaki Health

2 The challenge

To deliver outstanding care, Tāmaki Health must overcome challenges that are typical in the healthcare industry: workforce shortages, fragmented data systems, and the changing demands of an aging population. In response, the organization is looking to harness digital transformation and automation wherever possible.

Samir Ranchhod, Chief Digital Officer at Tāmaki Health, explains: "Our long-term strategy is to create a digital platform and connected ecosystem that supports equitable, patient-centered care and operational excellence. Over the next year, we're focused on continuing to embed digital capabilities across clinics, integrating data for better decision-making, and scaling innovative models, such as virtual care, AI scribes, and automation, to enhance clinical workflow efficiency and the patient experience. To support these innovations, we first had to replace our infrastructure, which was nearing end of life and showing signs of strain."

"As we expanded into new regions and rolled out additional digital services, we wanted a modern, secure, and resilient platform to support a **unified Patient Management System, real-time analytics, and AI integration**. The opportunity was not just to refresh our platform, but to expand our hybrid cloud strategy, future-proofing our IT infrastructure to enable **consistent patient experiences across all our clinics**."

Samir Ranchhod

Chief Digital Officer, Tāmaki Health

3 The solution

Sizing for success

Building on a 15-year partnership, Tāmaki Health engaged Lenovo partner Network Service Providers to help it select and design the right infrastructure to support a new era of modernization. Network Service Providers worked closely with Lenovo to precisely size a solution based on Lenovo ThinkSystem SR650 V3 servers, powered by 5th Gen Intel® Xeon® Scalable processors that deliver up to 42% better AI performance than the previous generation and up to 14x better AI performance than 3rd Gen Intel® Xeon® Scalable processors. The 5th Gen Intel® Xeon® Scalable processors deliver trusted performance and exceptional efficiency.

Hardware
Lenovo ThinkSystem SR650 V3
5th Gen Intel® Xeon® Scalable processors

"Thanks to Network Service Providers and Lenovo, our new architecture is designed to **scale with us**. As our data volumes and AI workloads increase, Lenovo's modular design allows seamless capacity expansion without service interruption. This ensures we can continue **delivering equitable, high-quality care**—supported by technology that evolves alongside our organization."

Samir Ranchhod

Chief Digital Officer, Tāmaki Health

4 The results

Tāmaki Health gained a high-performance, scalable, and resilient platform to support its business-critical healthcare applications, cutting response times and boosting system availability. As a result, clinicians can provide seamless patient experiences across all locations. Using automated management and monitoring tools built into the Lenovo solution, the IT team save time that can be diverted to strategic initiatives such as further digital transformation and AI enablement.

✓ Cuts application response times by as much as 70%[1], boosting clinical workflow efficiency

✓ Increases system availability, preventing interruptions to healthcare delivery

✓ Accelerates innovation, contributing to the organization's competitive edge

[1] Data provided by Tāmaki Health

4 The results

With the Lenovo platform in place, Tāmaki Health has unlocked the ability to roll out innovation at speed—from AI-powered scribes to data-driven enrolment automation. Ranchhod adds: "Strategically, the project with Lenovo and Network Service Providers has positioned Tāmaki Health as a digital leader in primary care, able to test and deploy emerging technologies with minimal disruption."

The Lenovo solution establishes a foundation for hybrid cloud expansion, predictive analytics, and advanced security capabilities at the organization, enabling integration with national digital health platforms and patient-facing innovations.

Next, Tāmaki Health plans to leverage the platform to extend digital services across all regions and expand AI adoption to predictive population health insights and automated patient engagement. Ranchhod says: "Lenovo's infrastructure doesn't just support our systems—it enables the next stage of healthcare innovation and operational excellence at Tāmaki Health."

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> "Refreshing our infrastructure with the latest Lenovo and Intel® technology has **shifted our posture from reactive to proactive.** We can now rapidly spin up environments, deploy updates, and support new clinic integrations seamlessly. This agility ensures that technology accelerates, rather than limits, our strategic response to business growth, regulatory changes, or new models of care."

Samir Ranchhod

Chief Digital Officer, Tāmaki Health

Why Lenovo?

Network Service Providers helped Tāmaki Health compare solutions from vendors including Lenovo, Dell, and HPE. The deciding factors included performance, security, cost-efficiency, and long-term support. Moreover, the Network Service Providers team was impressed by the realistic storage compression figures provided by Lenovo (on which the technology delivered). In contrast to the competing vendors, Lenovo engaged directly with Network Service Providers and Tāmaki Health to help with design and sizing of the solution.

"Network Service Providers **punches far above its weight** when it comes to design, architecture, and deployment of new technologies. We were determined to do right by our 15-year relationship with Tāmaki Health, looking at what they wanted to achieve from a strategic perspective and finding the very best vendor in Lenovo to help them do that. Lenovo really impressed us with their approach throughout the project—like us, they were more interested in **delivering an optimal solution** for the customer rather than simply selling hardware."

Brent Larsen

Managing Director, Network Service Providers

How can healthcare organizations drive innovation?

Working with Lenovo and Network Service Providers, Tāmaki Health deployed high-performance, scalable, and resilient solutions to support modernization. **That's the power of Lenovo with Intel Inside®.**

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