

300 workloads migrated in 9 weeks. Zero downtime. Clinicians never noticed a thing.

The Outcome

Gentiva Health Services, the nation's largest hospice provider, runs on clinicians in the field who need technology that works without a second thought. Aging data centers, escalating licensing costs, and a managed services provider that had lost their trust were creating risk at exactly the wrong time. Presidio migrated 300-plus workloads to Microsoft Azure in nine weeks - 40% faster than planned - with zero system failures and zero service interruptions.

How They Got There

Presidio redesigned Gentiva's Azure environment using Microsoft Cloud Adoption Framework best practices and deployed new clusters across multiple regions for resilience. The migration was originally scoped for 16 weeks. Presidio finished in nine. Working side by side with Gentiva's internal team throughout, Presidio handled the complexity and eliminated the projected four-times licensing cost increase that had been looming over the infrastructure roadmap.

Why It Worked

Gentiva isn't an IT company. Their clinicians are with families during some of the most difficult moments of their lives. Technology failure in that context is a breakdown in care. Presidio understood what was actually at stake and treated the deadline accordingly.

The Situation

Gentiva Health Services is the nation's largest hospice provider - an organization whose clinicians work in patients' homes during the most vulnerable moments of their lives. When those clinicians can't access the systems they depend on, care is compromised. Gentiva was facing that risk: aging data center infrastructure, a projected four-times increase in licensing costs, and a managed services provider that had eroded trust through poor performance.

The Approach

Presidio stepped in as a true partner rather than a replacement vendor - working side by side with Gentiva's internal team throughout the engagement. Presidio redesigned Gentiva's Azure environment using Microsoft Cloud Adoption Framework best practices and deployed new clusters across multiple regions to ensure resilience. The migration was originally scoped for 16 weeks. Through focused execution and close collaboration, Presidio completed it in nine - 40% faster than planned - without a single system failure or service interruption.

The Result

Three hundred-plus workloads moved to Microsoft Azure in nine weeks. Zero downtime. Zero service interruptions. The projected four-times licensing cost increase was eliminated. Gentiva's clinicians in the field experienced no disruption. Gentiva is now expanding the partnership into managed services and Azure Virtual Desktop.

"Presidio's expertise and responsiveness made all the difference. They delivered a complex migration on a tight deadline with minimal disruption — outperforming our previous MSP and earning our full trust." — Jim Crick, AVP Infrastructure & Operations, Gentiva Health Services

300+ VMs

Migrated in 9 weeks -
40% faster than the
original 16-week scope

Zero

System failures or service
interruptions during
cutover

4x

Projected licensing cost
increase eliminated