Decoded Health - Partner Led Managed Services

Strategic business partnership providing ongoing managed services.

The challenge
Decoded Health needed expert guidance to navigate GCP support to resolve unusual behavior of GCP platform.

The solution
Leveraging partner-led premium support, Decoded Health was able to respond to anomaly alerting using IBM to identify the correct team at GCP to assist with the resolution.

The result
Expedient resolution of anomaly alerts regarding GCP platform without burden to Decoded Health or end-user impact.

> " As a startup we rely on partnerships to provide expertise beyond our capacity [...] we are able to work with GCP [through IBM] to leverage GCP to go where we need to go. "
>
> Mark Hanson, CEO, Decoded Health

About Decoded Health
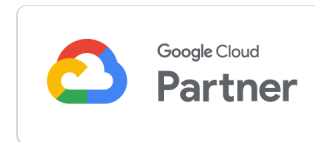Artificial Intelligence software company for medical providers to increase productivity.

Vertical/horizontal solution: Software & Internet

Primary project location: United States

About International Business Machines Corporation
IBM is a leading global hybrid cloud, AI and business services provider. IBM helps clients gather data insights, streamline processes and reduce cost.

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