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Optimizing AI-powered healthcare: How Cloud365 enabled secure, low-latency connectivity to Google Cloud

A leading Portuguese healthcare provider needed to establish a direct connection to Google Cloud in Germany to support an advanced AI-powered customer service platform. The solution had to ensure low-latency, highly secure, and reliable data transmission to optimize patient experience and operational efficiency. Cloud365 was chosen as the technology partner due to its expertise in direct cloud connectivity, offering a fully managed service that guarantees seamless and secure access to cloud-based AI applications.

Challenges

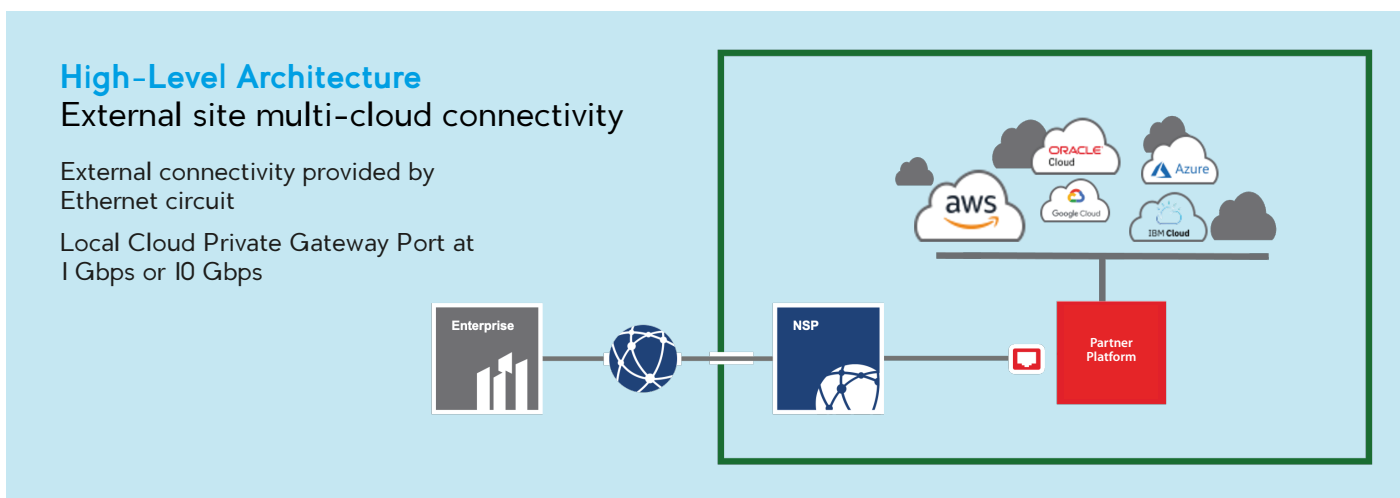The healthcare provider faced several critical challenges in implementing AI for customer service optimization:

- **Need for direct cloud connectivity** – The AI solution required a direct, high-performance connection to Google Cloud in Germany to function optimally.

- **Security and reliability** – Data security and transmission reliability were key concerns, especially when dealing with sensitive healthcare-related information.

- **Latency reduction** – The existing public internet connection was causing delays in AI response times, affecting service quality.

- **Bandwidth optimization** – Traditional internet-based connectivity led to unnecessary bandwidth expenses without ensuring performance consistency.

Cloud365 Approach and Solution

To address these challenges, Cloud365 delivered a fully integrated direct cloud connectivity service, ensuring secure, low-latency data transmission between the healthcare provider's data center in Portugal and Google Cloud in Germany.

The solution included:

- **Dedicated ethernet circuit** - Connecting the client's Data Center (DC) to the partner Data Center, enabling a fast, secure, and highly available data transfer route.

- **Platform integration** - Leveraging a state-of-the-art global interconnectivity platform to provide direct access to Google Cloud, eliminating inefficiencies and reducing latency.

- **Seamless implementation** - Once the link between the client's DC and partner Data Center was established, the service was fully operational in less than a week.

- **Fully managed service** - Cloud365 ensured continuous monitoring and support for the solution, offering an uninterrupted, high-performance infrastructure for AI operations.

High-Level Architecture
External site multi-cloud connectivity

External connectivity provided by Ethernet circuit

Local Cloud Private Gateway Port at 1 Gbps or 10 Gbps

Results

With Cloud365's solution, the healthcare provider achieved:

Significantly improved performance
AI response times dramatically improved compared to the previous internet-based solution.

Enhanced security & reliability
Direct connectivity eliminated security risks associated with public internet connections.

Reduced latency & higher stability
The new architecture minimized delays and ensured consistent performance, crucial for real-time AI-driven customer interactions.

Optimized costs
With no need for excessive bandwidth consumption, operational expenses were significantly reduced.

By partnering with Cloud365, the healthcare provider successfully leveraged the full potential of its AI-powered platform through a secure, high-performance cloud connectivity solution.

If you are also looking to optimize your cloud-based applications with seamless, direct connectivity, _let's talk_ to explore tailored solutions for your business.

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