

Creating a unified ecosystem for next-gen healthcare

Omega Healthcare modernizes its global service infrastructure with Dell Private Cloud to boost reliability, scalability and operational efficiency.



Business needs

As digital platforms expand across environments, complex infrastructure can make management more challenging and less adaptable. Omega Healthcare's IT estate had become increasingly fragmented across hyperconverged and standalone servers. The team needed to simplify operations and streamline lifecycle management to serve healthcare providers and their patients better. They also aimed to control virtualization licensing and vendor choices, scale resources and reliably support mission-critical workloads. Additionally, they needed a standardized and repeatable architecture that could be deployed across any location.

Business results



Improves system reliability to support patient care and clinical workflows.



Strengthens patient trust through consistent system uptime for healthcare services.



Supports healthcare system growth with independent scaling of compute and storage.



Increases resilience and global continuity for 24/7 patient care delivery.

Solutions at a glance

- [Dell Private Cloud, powered by Dell Automation Platform](#)
- [Dell PowerStore 1200T](#)
- [Dell PowerEdge R760 servers with Intel® Xeon® processors](#)
- [Dell PowerSwitch S5248F-ON](#)
- [Dell AIOps](#)

“ Dell Technologies went through our business workflows. They understood our climate and our requirements. **”**

Srikanth Katuri
Senior Vice President & Global CIO,
Omega Healthcare Management Services

Empowering healthcare on a global scale

In healthcare operations, performance never pauses. Systems must run continuously, securely and at scale, especially in mission-critical hospital environments.

Omega Healthcare delivers enterprise solutions to leading U.S. hospitals and healthcare providers, combining people, processes and technology to drive clinical and financial performance. With 13 global delivery centers and more than 35,000 employees operating 24/7, the company supports complex healthcare workflows where uptime and efficiency are essential.

As Omega set its sights on becoming a billion-dollar business by 2030, it recognized the need to modernize its core IT foundation. Managing a growing global footprint required platforms that could simplify operations, unify vendors, and support scalable infrastructure.

Omega partnered with Dell Technologies and Intel to transform their underlying technology environment.

Simplifying complex healthcare infrastructure

As Omega expanded globally, its digital infrastructure became increasingly heterogeneous. Managing multiple vendors, platforms and geographies created operational complexity and limited visibility across environments.

“We wanted a partner that could unify our systems and that’s a key differentiator for Dell. This led us to Dell Private Cloud,” says Srikanth Katuri, senior vice president and global CIO of Omega Healthcare.

Omega selected Dell Private Cloud as the foundation for a standardized and automated global environment. The solution simplifies management across diverse systems, improves control over virtualization and licensing costs and reduces manual effort.

With intelligent orchestration and validated blueprints, Dell Private Cloud provides a scalable and flexible platform that aligns with Omega’s global “follow-the-sun” delivery model. The platform optimizes resource utilization while supporting consistent operations across regions, enabling Omega to provide reliable, high-quality patient care and strengthen patient trust.

Healthcare infrastructure with reliability at the core

“Any disruption in healthcare can impact clinical outcomes. That’s why availability is the fundamental principle for infrastructure design,” says Katuri. “We wanted a partner that could provide reliability and peace of mind.”

Dell Private Cloud, powered by the latest Intel® Xeon® processors provides a unified platform across compute, storage and networking, while supporting Omega’s existing systems and preferred hypervisors.

Its disaggregated architecture, including Dell PowerEdge servers and Dell PowerStore integrated storage, enables Omega to scale compute and storage independently and provides the performance and flexibility to power future growth.

AI-driven infrastructure management

Dell Private Cloud is delivered through the Dell Automation Platform, which provides orchestration, automation, and lifecycle management across Omega’s private cloud environment.

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Senior Vice President & Global CIO, Omega Healthcare Management Services

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Dell Technologies understood our need for a partnership through which we can enable Omega Healthcare customers to deliver better clinical outcomes.

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Srikanth Katuri

Senior Vice President & Global CIO,
Omega Healthcare Management Services



“We’re not just using AI to fast-track workflows,” says Katuri. “We’re also using AI as a key enabler to help customers accelerate outcomes for patients.”

Software-defined management enables Omega to orchestrate infrastructure across modules with greater agility. During risk-based analysis across four geographies, Omega identified Dell AIOps as a critical capability to strengthen visibility and resilience.

“Infrastructure management must be online, interactive, and AI-driven. When we were doing risk-based analysis across our geographies, we found that Dell AIOps was the right way to go,” says Katuri. “We now have a 360-degree view of what’s happening across all sites globally using AI. That visibility enables critical decisions and helps us move workloads between regions to maintain continuity for our customers,” he adds.

Future-ready to support next-gen healthcare innovation

With a standardized, automated and AI-enabled infrastructure foundation, Omega is positioned to scale its intelligence-driven operations in the years ahead.

“Through our partnership with Dell Technologies and Intel, we’re strengthening the reliability and observability that healthcare operations demand,” says Katuri. “That foundation gives us the confidence to scale globally while continuing to support better outcomes for the patients and providers we serve.”

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Together with Dell Technologies and Intel, we continue to amplify patient outcomes built on reliability, visibility and resilient infrastructure.

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Srikanth Katuri

Senior Vice President & Global CIO,
Omega Healthcare Management Services

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