A vision for the future of eye health

It’s long been said the eye is the window to the soul. Now, it may be a lens on much, much more. What if a routine trip to your local optometrist could help to detect symptoms of not just glaucoma, but diabetes or a brain tumor? That’s the way Specsavers thinks about—and does—eye care. From AI that helps customers shop online for frames, to in-store eye scanning technology that can help to detect more serious conditions through the eyes, Specsavers isn’t just waiting for the future of eyecare to happen—it’s doing it.

CHALLENGE

Visionary services require ambitious IT

“We’re undergoing a significant transformation in the way our customers interact with us,” says Julian McAll, Head of Technical Services, Architecture and Solution Design for the Asia-Pacific Region at Specsavers. In turn, IT has to transform to deliver the flexibility, security, and performance that keeps customers coming back. But making it all happen on aging, on-premises infrastructure was becoming an obstacle. Specsavers knew it needed to move beyond traditional IT, but couldn’t migrate all its workloads immediately to the public cloud.

SOLUTION

Buying flexibility (and time) with pay-per-use

“We have a global focus right now on removing our on-premise data centers and moving to a cloud-based model,” explains McAll. “And there’s a vision for a CAPEX to OPEX model. We need to be able to grow when we need to, not wait until the next technology refresh cycle.” To evolve beyond its reliance on infrastructure ownership, Specsavers engaged with service provider Champions of Change, an HPE partner. “Our job was to help Specsavers get beyond worrying about which technology to invest in, and help them focus on which business outcomes they wanted to achieve,” shares Xara Tran, CEO of Champions of Change. To do that, Tran introduced Specsavers to HPE GreenLake—a consumption-based IT model that gives Specsavers the ability to scale up or down without an upfront technology investment. “HPE GreenLake is giving us the opportunity to move into consumption-based computing early,” explains McAll. “And it’s giving us the flexibility to continue to use our legacy stacks while we decide what to move into the cloud, and what to keep on-prem.”

TRENDS

The eye as a window to overall health

When Specsavers announced it was rolling out advanced Optical Coherence Tomography (OCT) eye scanning technology to every retail location, it was a clear signal that standards in eye care were on the rise. But nobody could have predicted the impact it would have. Reporting and referrals for glaucoma have doubled in New Zealand and Australia, according to Insight ophthalmic magazine. Specsavers is directly involved in both the findings and medical referrals that lead to early treatment. “We released an electronic referral system in conjunction with the rollout of our OCT machines to help deliver better medical outcomes for our customers,” McAll explains. “This also gives us some useful science behind our statistics because we can track the referral and link that back to what was flagged on the eye scan.” And it doesn’t stop there. OCT scans at Specsavers locations in the UK have helped to detect operable brain tumors in multiple patients.

“HPE GreenLake model aligns with our transformation strategy, and it allows us to improve the performance of many of our applications while never being constricted by compute requirements.”

Julian McAll, Head of Technical Services, Architecture and Solution Design, Asia-Pacific Region at Specsavers

RESULTS

 Agility that transforms

Specsavers has broken the cycle of infrastructure procurement, ownership, and upgrade. “We know that as our business transforms, we will have less on-premises infrastructure. And that will continue to shrink as we move elements to the cloud,” McAll explains. “HPE GreenLake allows us to avoid committing capital for another five-year spend while we figure out what the future looks like. It’s a move toward agility that we’ve never experienced before.” And as Specsavers continues to roll out new customer experiences, it can scale to meet demand without regard to hardware needs. “The HPE GreenLake model aligns with our transformation strategy, and it allows us to improve the performance of many of our applications while never being constricted by compute requirements,” McAll reports.

BY THE NUMBERS

60%

Of the earth’s population needs corrective lenses

250

Specsavers stores offering advanced OCT eye scans across Australia and New Zealand

2x

Increase in glaucoma reports and referrals in 12 months

SOLUTION RECIPE

HPE GreenLake

Partner

Champions of Change

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