

HEALTHCARE DOCUMENTATION SOFTWARE PROVIDER

CoreSite's Solution

When change was thrust upon them, the company was able to skip a lateral data center move and upgrade to a modern, state-of-the-art facility while laying groundwork to move into additional markets.



SAAS CASE STUDY AT A GLANCE

CHALLENGE

- Upgrade and modernize entire IT environment
- Securely store and manage sensitive data to maintain HIPAA and other compliance requirements
- Guarantee 100% uptime to enable delivery and management of critical services to patients with complex medical needs
- Scale to meet redundancy needs and projected business growth

SOLUTION

- Cage colocation, cross connects, blended IP connections, office space
- Redundant, resilient and scalable IT infrastructure with multiple layers of security and next-gen hardware
- Deployments in multiple edge markets to satisfy primary and redundant power requirements

RESULTS

- Laid important groundwork to move into additional data facilities in other regions
- Earned greater confidence in meeting and maintaining critical HIPAA and other industry compliance standards
- Strengthened customer relationships and revenue streams through guarantees of top-level security, 100% uptime, and 24x7x365 data availability
- Achieved the modern IT upgrade necessary to enhance value

With CoreSite, the SaaS company found a team who could deliver professionalism, efficiency, and customer service on all fronts while fulfilling the company's industry requirements.



The company is steadily growing and needed a data center partner that could provide an array of secondary site choices to build a legitimate disaster recovery (DR) plan with the ability to failover to a data center in a distant location. The expanded footprint could enable the software provider to claim a presence in new markets, as well as providing additional capacity to expand operations as needed.

THE CHALLENGE

Complex needs require robust services

For nearly 15 years, an East coast-based SaaS healthcare company has provided long-term care (LTC) facilities across the country with a comprehensive web-based electronic documentation platform for managing patient habilitation plans, billing, and resource planning from a single source.

However, storing that amount of information and coordinating programs across assisted living care facilities, and the families and patients themselves, requires an infrastructure free of hiccups and outages. The company needed to know its patient records and staff notes would be available when and where they were needed.

It also had to know that its core infrastructure was secure, both to comply with HIPAA regulations and to protect the sensitive information of its customers' patients, leading company executives to conclude it was time to find a new data center partner capable of supporting such stringent—and evolving—business demands.

A FRESH APPROACH TO DATA MANAGEMENT AND INFRASTRUCTURE

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THE SOLUTION

Earning trust through security and uptime

Data center options along the East coast are plentiful and after some shopping, the

company chose CoreSite cage colocation in New York and Virginia to build a resilient, redundant, and HIPAA-compliant network to power its business.

The company selected CoreSite over competing options because of CoreSite's uptime guarantees, multiple layers of physical security, and ongoing controls to meet stringent regulatory requirements such as HIPAA.

From an operational perspective, the company can achieve greater scale and flexibility with CoreSite's easily configurable cages to effortlessly add capacity and physical infrastructure, while leveraging fiber cross connects and 100 mbps blended IP connections for a low-latency, high-performance network spanning multiple locations. The company knows CoreSite provides the same caliber of facilities, services, and support across its national footprint to enable data center tenants to increase their operational capacity without losing security or functionality.

CUSTOMER EXPERIENCE AND BENEFITS

A worry-free transition into a new home

With CoreSite, the healthcare platform provider found a data center team staffed by experienced industry professionals capable of handling unique requirements, overcoming each challenge, and delivering white-glove service few other providers could match.

CoreSite's expert staff helped to ensure that migrating from the old data center was a straightforward, painless process. More importantly, the move to a hyper-secure facility came without any worry over weather events, equipment failures, and other outages that frequently plague such transitions.

Looking ahead, the company plans to move into a third CoreSite facility to house additional equipment and cloud backup via CoreSite's Amazon Web Services (AWS) Direct Connect to reinforce security, bring additional value to their customers, and help LTC facilities provide continually excellent care for patients with long-term, complex medical needs.