HealtHIE Nevada Case Study

cloudticity

The Client

HealtHIE Nevada is a private, nonprofit, community-based health information exchange (HIE) dedicated to connecting healthcare organizations by managing real time, secure, and accurate exchange of clinical information. Certified by the Department of Health and Human Services, HealtHIE Nevada is the only HIE in Nevada. It is certified by the Electronic Healthcare Network Accreditation Commission's Health Information Exchange Accreditation Program.

The Challenge

HealtHIE Nevada was working with a legacy vendor that managed its internal data center, but flexibility was an issue. The resources that were provisioned to allow access to manage its data were so restrictive that it had to plan many days in advance when it wanted to run queries. This made it difficult for HealtHIE Nevada to respond to customer requests in a timely manner.

Storage was also an issue. When running queries, oftentimes HealtHIE Nevada would have to index tables and then remove those indexes because it didn't have enough storage space to index all the tables it wanted to search against at once.

Wanting to increase agility and availability of data, HealtHIE Nevada decided to move its HIE to AWS. However, the renewal date with its legacy vendor was approaching soon. HealtHIE Nevada needed a cloud partner to bring the right expertise and help it migrate to the cloud in less than thirty days.

"The way Cloudticity provides security and compliance via an automated system allows us to meet requirements without having to give this too much attention."

Chris DeSocio,
Director of Operations / Privacy and Security Officer at HealtHIE Nevada

The Solution

After thoroughly evaluating several vendors, HealtHIE Nevada chose Cloudticity due to its experience building HIEs in the cloud as well as its advanced, automated technology.

Another differentiator was control. Many cloud partners require their customers to migrate to cloud infrastructure that is owned by the vendor, not the customer. This creates flexibility issues down the road. HealtHIE Nevada prefers Cloudticity's business model, which allows it to own its own infrastructure and wrap the security, compliance, and monitoring around that.

HealtHIE Nevada employed Cloudticity's cloud migration services to help with the migration. "Cloudticity stepped up to the plate and brought resources and expertise that allowed us to speed up the process and migrate cleanly and successfully," said DeSocio. "In less than two weeks, we were fully migrated to AWS."

Cloudticity migrated HealtHIE Nevada's Microsoft SQL database to Amazon RDS. Cloudticity deployed Amazon EC2, Amazon S3, and AWS SFTP solutions from the AWS Service Catalog. Cloudticity also deployed Cloudticity Oxygen to manage operations, security, and compliance of the environment.

The Benefit

HealtHIE Nevada has increased its availability and performance of data. It can query its data more efficiently and can store historical data in a cost-efficient manner. "We are now able to tap into the full power of our data and will be able to provide systematic, de identified trend reporting that enables our customers to be better at their jobs and deliver better care," explains DeSocio.

Another value add is visibility and ease of compliance reporting. With HealtHIE Nevada's previous vendor, it was a struggle to obtain compliance reports in a reasonable amount of time. Now, HealtHIE Nevada has access to real-time compliance dashboards and can prove compliance with HIPAA and NIST at any time.

Beyond the tools and services that Cloudticity has brought forth, the HealtHIE Nevada IT team feels the biggest benefit of the partnership is access to Cloudticity knowledge and resources. "The knowledge and experience that Cloudticity brings to the table has saved us countless hours of research and given us confidence that, as our cloud journey progresses, we have a partner that can assist us to reach our goals the whole way through," explained DeSocio. "That's an intangible. You can't pay for that."

Since the migration, HealtHIE Nevada has seen its overhead costs decrease and its speed to value of data increase.

About Cloudticity

Cloudticity, based in Seattle, WA, helps healthcare organizations design, build, migrate, manage, and optimize HIPAA-compliant solutions on Amazon Web Services (AWS). Founded in 2011, Cloudticity has helped providers, payers, and companies that sell to the healthcare industry remain secure, compliant, and highly available to patients and customers that rely on them.

For more information, visit **Cloudticity.com.**

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1301 Spring St., Ste. 25i
Seattle, WA 98104
855.980.2144
contact@cloudticity.com