Partnering with Cloudticity
Mercy Medical Angels Case Study

cloudticity

The client

Mercy Medical Angels is a non-profit organization that provides transportation to medical care nationally and internationally with commercial flights, volunteer pilot flights, and ground transport services. Founded in 1972, Mercy Medical has grown into the largest charitable medical transportation system in the world, providing over 35,000 free patient trips to hospitals per year.

The challenge

In 2019, Mercy Medical made the decision to move all of its IT infrastructure to a co-location facility with a managed service provider, losing day-to-day visibility of its IT assets. Shortly after, COVID forced everyone to work remotely, further reducing visibility. Although daily operations were easier to manage with an MSP handling the IT issues, there was still a concern about meeting their security and compliance needs due to the lack of visibility provided by their MSP at the time.

Mercy Medical decided it was time to upgrade their MSP to a partner who could provide better visibility and more comprehensive security and compliance services. They were interested in using the public cloud, as it offers services and cost benefits that could not be obtained from a managed co-location facility.

Cloudticity created a custom environment that provides granular visibility of compliance, security, availability, and cost issues, in real-time, through Cloudticity Oxygen™.

The solution

The CEO of Mercy Medical reached out to his professional network and heard about Cloudticity, who specializes in healthcare and public cloud infrastructure. Although Mercy Medical Angels consider themselves to be healthcare adjacent, they prioritize meeting the same standards as a healthcare provider, and Cloudticity could deliver just that.

It was important to Mercy Medical that Cloudticity had alignment with HITRUST. This gave them reassurance, since their previous vendor did not specialize in Protected Health Information (PHI), like Cloudticity. It also opened the possibility of achieving HITRUST Certified status, if they ever decide to go that route..

Additionally, Cloudticity assigned a Cloud Value Architect to help navigate the transition process and build a new environment in Microsoft Azure. Cloudticity created a custom environment that provides granular visibility of compliance, security, availability, and cost issues, in real-time, through Cloudticity Oxygen™.

The benefits

Now that Mercy Medical Angels has fully moved to Azure, they can better serve their customers through optimized processes and tools. Before, they did not have strong processes around IT asset cost, security, and management. Since transferring to Azure, they saw a 48% cost savings for IT, primarily using Azure Reservations, and that number continues to grow as they work through continuous optimization.

Another benefit is visibility. After having no view of their current state through their previous provider, they have far more confidence thanks to the real-time information they're able to view in Oxygen. This makes decision-making more effective and helps with planning for future resources.

On the compliance side, Cloudticity helped them achieve CIS compliance and worked with auditors to address security concerns from their previous environment. They went from unknown compliance with their previous vendor to a 97% compliant state.

Finally, with Cloudticity, Mercy Medical has found not just a resource, but a partner. They have multiple points of contact who are all dedicated to the healthcare space, and who understand how to effectively build additional resources as needed. As a non-profit organization, every dollar saved is a dollar that can be spent to bring someone to medical care.