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Hosting Solutions Since 1994

Complete Healthcare Solutions

Why CHS Chose Atlantic.Net Hosting Solutions

Case Study By Atlantic.Net

About Complete HealthCare Solutions, Inc.:

Since 1994, Complete HealthCare Solutions, Inc. (CHS) has been a global leader in medical software solutions. Founded by Michael A. Penna, CHS's core mission is to provide the best practice management software solutions for their clients.

CHS helps healthcare providers focus on their medical practice by providing turnkey software solutions designed specifically with healthcare providers in mind. The CHS mission is to improve

the level of care patients receive from healthcare professionals by providing software solutions to address every level of patient care and practice management.

CHS is headquartered in Palmer, Mass. and serves healthcare providers throughout the United States. With exclusive partnerships with McKesson Corporation and Atlantic.Net, CHS is well positioned to cope with growing demand for electronic medical and health records.

The Challenge



Complete HealthCare Solutions is a large multidimensional healthcare computing firm that serves 350 physicians, 12 hospitals, various group practices and individual patients throughout the United States.

By 2009, their computing infrastructure had become a constraint on growth. Their existing network included many old, near end-of-life computers and proprietary systems that had been installed years ago. Scaling this computing capacity to meet demand was a constant challenge. Due to HIPAA regulations, CHS required a dedicated, secure, nonshared computing environment, which made it impossible for them to collaborate with most traditional hosting solutions providers. These legacy systems and ongoing company growth meant that even maintaining the status quo was difficult, but CHS also

taxed their computing infrastructure by introducing exciting new products and capabilities to benefit their clients. For instance, they wanted to provide physicians the ability to access patient records securely from anywhere in world 24 x 7 x 365. This kind of capability is excellent for the end user, but it is expensive to develop and manage in-house. Teaming up with Atlantic.Net brought additional networking and hardware resources to bear on CHS' computing challenges, and helped them achieve the flexibility and performance they desired at an affordable price. In comparison, an in-house, HIPAA-compliant solution would have cost about \$280,000 up-front, including: \$80,000 just for licensing and VPN \$200,000 upfront capital expense for equipment

Atlantic.Net, Inc. 440 West Kennedy Blvd, Suite 3, Orlando, FL 32810, USA

US: 888-618-DATA (3282) Int: +1-321-206-3730 sales@atlantic.net www.atlantic.net

In addition, it would have meant considerable ongoing expenses, including:

- Colocation space for at least 2 racks in a data center (at least \$6,000 per month, including power, space and bandwidth)
- Staff costs for a new expert administrator to run the system
- Continuation of existing management and consulting costs

Building an in-house HIPAA-compliant infrastructure to support an extensive virtualization solution was prohibitively expensive and complicated. This is why CHS decided to explore the possibilities of Infrastructure as a Service (IaaS), and this is where Atlantic.Net stepped in to help.



Get More Information

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The Atlantic.net Solutions



We are proud that we were the most responsive, flexible and capable IaaS vendor that bid on the CHS project. After spending some time understanding our client needs, we undertook a formal analysis. Our engineering and sales teams had the expertise necessary to answer any questions and ease concerns about adopting a new suite of infrastructure resources.

After negotiating and executing the contract, we designed a hybrid solution that combines Private Cloud and virtualization, delivering a customized solution that employs powerful and flexible resources yet is simple to use. The first step in implementation was to procure and deploy customized hardware: in this case, 15 high-end Intel Processor Nehalem XEON servers. After installing the necessary software packages, we set up the network and secure redundant firewall system, and preserved necessary proprietary systems by incorporating them into the new IaaS package. Finally, we distributed documentation to CHS' customers to inform

them about the migration to VPN and answer as many questions as possible ahead of time.

As a result of this work, we seamlessly migrated over 150 physicians to the new system within weeks. Our solution reduced deployment costs, ensured compatibility, and established wide area networking to connect remote offices and the corporate office to their core virtualized IT infrastructure at our data center. In addition, we provide ongoing network administration, including troubleshooting and operational expertise.

Our many years of experience helped us engineer CHS a custom solution which is not only scalable, robust, and fast but also resulted in substantial savings of time and manpower. The result was deployment of 15 new servers without incurring any upfront capital expense, and the elimination of continuing in-house maintenance costs. In addition, by moving to a Xen-open source solution, we saved CHS \$500 a month that had previously been spent on VMWARE vsphere hypervisors.

www.completehealthcaresolutions.com

Some Of The Benefits



- ✓ HIPAA compliance
- ✓ Cost reduction
- ✓ No capital expenditure
- ✓ Incorporation of legacy systems where necessary
- ✓ Leasing options with no interest payments
- ✓ Free hardware replacement, no unanticipated operational costs
- ✓ Brand new system hardware
- ✓ Low management costs
- ✓ Free consultation and network planning
- ✓ Free licensing using open source solutions
- ✓ Guaranteed data destruction in a timely manner
- ✓ A proprietary and cost effective solution for storage media
- ✓ Fast return on investment (within weeks)
- ✓ Hardware and expenses are directly in line with incoming revenue

Why Choose Atlantic.Net



- ✓ Total freedom with reduced liabilities and flexibility
- ✓ Flexible monthly payment plans
- ✓ IaaS lets you turn fixed capital infrastructure cost into operational cost
- ✓ Peace of mind knowing that you are working with a well respected and experienced hosting solutions provider
- ✓ Comprehensive line of dedicated server, cloud computing, and virtualization solutions, plus custom solutions where necessary
- ✓ Financially responsible and profitable company which has been around since 1994 and will be here tomorrow to help you with even newer technologies
- ✓ Available 24 x 7 x 365
- ✓ A proven understanding of ROI and a commitment to helping our clients achieve it!

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