

■ CASE STUDY

Consolidating and Optimizing Data Centers

PROJECT SNAPSHOT

INDUSTRY	Healthcare finance
SERVICES	Advisory · Infrastructure
TOOLING	Pathfinder · LiveOptics
ENGAGEMENT	6 weeks · 2024-25

A look into how one healthcare payment provider consolidated, optimized, and scaled their data center infrastructures while reducing costs and remaining within compliance best practices.

01. About The Client

INTRODUCTION

This client is a healthcare financial services organization specializing in billing, payment software, transaction processing, and pricing solutions. With several hundred payer clients, more than 100 million members, and over 800,000 paid providers, the organization plays a critical role in facilitating healthcare payments and financial transactions across the industry.

02. Challenges

SILOS · SECURITY · COMPLIANCE

The client, being comprised of multiple smaller companies that had been acquired, had a challenging technological spread. Each smaller organization that had been acquired by the client over time had their own data center and technology tools.

This created gaps and silos within the greater organization. In turn, these silos created risks for the organization. Poor workflows, weakened communication, and negative customer experiences were all immediately identifiable areas of concern. However, digging further, there was much more to consider.

First, because the client had grown through multiple acquisitions, many business units continued to operate on their legacy infrastructure. This resulted in inconsistencies across the technology stack, creating risks related to data management, storage, and access.

Second, implementing and managing security best practices across siloed data centers created security risks and flaws that could be exposed by malicious actors. These de-centralized data centers all required separate updates for compliance and security. This was a costly and time-consuming process that created additional risks and possible errors.

Finally, meeting and maintaining these compliance needs were both critical and a key concern. The client needed their data centers to remain HIPPA, PCI, and SOC 2/Type 2 compliant. The isolated nature of these data centers created greater risks for one of the data centers falling out of compliance, leaving gaps and issues with the others.

Solution + Recommendations

The Redesign Group was an existing partner with this client, having worked with them on several solutions in the past. The client requested Redesign to come in as a trusted advisor and review their current situation to identify problems and find possible solutions to their siloed infrastructure. Redesign took the following steps to begin the process:

- Redesign performed an analysis to look for gaps in technology spread and build.**
- The assessment revealed critical gaps in the client's environment and provided a roadmap for addressing them.**
- From the analysis, Redesign worked with the client to build best practices for implementation.**

The overall process was a 6-week exercise led by Redesign, who worked closely with the client to continue identifying and uncovering their needs. Once this exercise began to show tangible results, Redesign and the client began to move towards proposed solutions.

Based on the client's needs, Redesign recommended consolidating and reducing their data center geographical footprint. By minimizing the geographical footprint and centralizing to key locations, the client would eliminate their data silos that were currently in place from legacy infrastructure.

Simultaneously, this would address a previously unseen need for the client: greater data center rack density. During the exercise, Redesign found the need for greater rack density in the client's data center infrastructure due to identified deficiency issues. The client agreed, but the solution needed to come at more optimized costs.

OUTCOMES

Using Pathfinder, Redesign's IT service tool, the client was able to find potential solutions, and Redesign worked with them to recommend an OEM partner that would provide a direct contract for their needs. By using Pathfinder and having Redesign as a trusted advisor, the client got the following recommendations and solutions:

■ DATA CENTER CONSOLIDATION

The client's data centers were consolidated from multiple, spread out locations to two key areas: Virginia and Houston. This consolidation helped reduce silos created by the legacy technology stack. This made the client a truly unified organization with centralized technology and data.

■ DATA CENTER RACK DENSITY AND POWER INCREASE

The client needed more power and greater rack density in their new solution. With Redesign providing expertise and the Pathfinder tool providing options for discussion, the final selected locations gave the exact needs that the client hoped to gain.

■ HEALTHCARE COMPLIANCE

Partnering with these data centers would help ensure ongoing compliance needed to continue to protect customers' healthcare privacy and process payments securely.

■ COST BENEFITS

The client secured a more competitive price for its data center environment, reducing costs over a 48-month term while gaining improved performance and greater overall value.

Redesign kept in close contact with the client to ensure a smooth transition and partnership with the OEM. From the initial contract agreements through the first year, the client has had a successful ramp up experience.