

HealthCare Partners, IPA (HCPIPA) selected Webair's secure, fully-redundant NY1 data center and top tier Colocation and Cloud solutions to support its always-on, 24x7 work environment and enable reliable connections to its health plan members and select referral physicians and practices all across the globe.

BACKGROUND

Healthcare network administrators provide information and resources for health insurance members and physicians. They help link patients with physicians and provide them with tools to help optimize care. In order to ensure that link is fast and performing optimally at all times, these providers require high-performance, reliable infrastructure and connectivity for their critical communications and transactional systems.

A physician-owned organization, HCPIPA provides the management and administration of healthcare products for contracted health plans. The company enlists select physicians to provide services covered by health plans. It also manages additional services for those health plans including: member services, billing and payment, and more. In addition to ensuring that members receive all of the benefits of their health plan, HCPIPA assists its participating physicians with optimal management of their practices.

THE CHALLENGE

With a large volume of remote users connecting to their platforms from all over the world, HCPIPA required a cost-effective and secure colocation solution that provided highly-connected space for their computing equipment as well as reliable infrastructure and ample bandwidth for phone switches, email servers and core transactional systems that were critical to the company's daily communication with health plan members and physicians.

Since HCPIPA's members rely on it for access to health plan information and physicians rely on its referrals and business solutions, the company also needed a colocation solution that met the requirements of its 24x7 work environment. This entailed choosing to collocate in a state-of-the-art data center that offered uninterrupted power, N+2 cooling, 24x7 support, multi-tiered security and fire prevention systems, and expansion space if needed. Furthermore, the facility needed to maintain a high level of redundancy and connectivity to carriers and ISPs – both locally in New York City, Long Island and Westchester, as well as abroad. Moreover, due to the nature of its business and the patient data being transmitted as well as accessed via the company's online portals, HCPIPA required its data center to be Health Insurance Portability and Accountability Act (HIPAA) and Statement on Standards for Attestation Engagements No. 16 (SSAE 16)-compliant.

HCPIPA needed a data center and colocation provider that could support them in providing reliable, secure information to a growing network of healthcare members and physicians. Needing its infrastructure up and running as soon as possible, the company was also challenged with determining the most cost-effective way to grow its IT solutions while still maintaining the service quality its users were used to receiving as well as a reasonable Return On Investment (ROI).

THE SOLUTION

To fulfill its IT needs, HCPIPA was initially considering building its own data center, but soon realized the process was too costly and time-consuming for its immediate requirements. After careful consideration of several vendors, HCPIPA selected Webair's Colocation Services and NY1 facility on Long Island to accommodate its growing technical requirements.

As a Tier III-rated, HIPAA and SSAE 16-compliant facility with N+1 or better redundant cooling, power, and connectivity, NY1 met all of HCPIPA's needs. Located in the same building as HCPIPA, NY1 also allowed for the seamless transition of its server equipment and deployment of all fiber and copper wiring, in which Webair dutifully assisted. Moreover, the location enabled HCPIPA to benefit from lightning-fast Internet connectivity, ranging from 100MG up to 1GB speeds. Webair provides speeds that HCPIPA would not have to their building from other hosts; the costs of connectivity from other providers made Webair the best choice.

HCPIPA also selected Webair for its technical expertise in a variety of systems and networks, including VMware® and Juniper. Webair was one of the first providers considered by HCPIPA that offered Solid State Drives (SSDs) in servers as well as Structured Query Language (SQL) database support. Leveraging Webair's Public and Private Cloud environments, HCPIPA was also able to complete a number of proofs of concept and stand up virtual machines and testing environments at a fraction of the cost of going it alone.

In addition to housing several HCPIPA server racks in its NY1 facility, Webair also provided the company with an IP block and currently hosts the company's phone switches, email servers and core transactional systems to reliably deliver critical information to its health plan members and physicians. Furthermore, Webair operates 24x7 and is able to provide uninterrupted power as well as round-the-clock support to HCPIPA as needed. This ensures that HCPIPA's remote users around the globe can always access important information regarding their healthcare services.

RESULTS

With Webair, HCPIPA is able to provide uninterrupted service to its growing base of healthcare plan members and physicians. The company was also able to secure the data center space, Cloud solutions, wiring, equipment, connectivity services and attractive ROI it required without having to build its own data center.

With the cost and speed of migrating over to Webair, HCPIPA reached its ROI in approximately nine months. By selecting Webair's NY1 facility over building its own, HCPIPA saved over a quarter of a million dollars. The company is also realizing a 30% cost savings by bundling its power, cooling and Internet services with a single provider.

To learn more about Webair's Colocation Services and NY1 facility, visit www.webair.com/colocation-services and www.webair.com/ny1.

About Webair

Founded in 1996 and headquartered in New York, Webair is a leader in managed hosting solutions, including Managed & Secure Cloud Infrastructure. Webair's expansive ecosystem of state-of-the-art technology solutions includes fully managed Public, Private and Hybrid Clouds, Dedicated Servers, Colocation, CDN, Security and DRaaS. Combining industry-leading innovation, expert support and high-touch customer service, Webair serves as a true technology partner to a vast variety of customers including enterprises and SMBs, healthcare organizations, Information Technology firms, eCommerce companies and VoIP providers. Webair also operates an international network of data centers located in New York, Los Angeles, Montreal and Amsterdam. Follow Webair on Twitter: @WebairInc, Facebook: facebook.com/WebairHosting and LinkedIn: www.linkedin.com/company/webair.

“By selecting Webair, HCPIPA not only gained more value, security and functionality, but we also saw an ROI in as little as nine months. Unlike ‘big box’ providers, Webair continues to work with us as a true business partner and guiding hand that has our best interests at heart.”

-- Jim Bauer,
Senior Director, IT
HealthCare Partners, IPA