Insight

Case Study

Healthcare Analytics Company Automates Disaster Recovery and App Development

Industry:

Healthcare

Insight provided:

- DR process automation
- Self-service developer portal

Insight services:

- Professional Services

The client

Through analytics and engagement technologies, the client helps healthcare organizations reduce costs and improve health outcomes. The company has provided cost containment solutions to the healthcare marketplace since the 1970s. Today, the client employs more than 2,500 across the country.

The challenge: Streamline disaster recovery and new application development

As a provider of the latest, secure technology solutions, the client must always be looking to the future. They must anticipate what their customers might want not just today, but tomorrow. And, they need to ensure they've got what it takes to deliver.

The company had a couple priorities they wanted to tackle: automating their Disaster Recovery (DR) processes and creating a self-service portal for their internal development team. Despite consistent DR test failures, the company's IT leadership had been resistant to working with external services partners, insisting that they had the expertise in-house to manage strategic initiatives.

However, the company was also realistic about the fact that they had grappled with some IT staff turnover and had ambitious plans to do more with less. They also had legacy systems that were in need of modernization.

The solution: Automation across DR processes and a self-service developer portal

Our team embarked on their DR process automation first, which was to be completed in fewer than four months. We supported the client with DR process documentation and validation, and automation using Ansible® across roughly a dozen metal servers and appliances from VMware, Cisco, Hitachi, and NetApp.

The next project was building their self-service developer portal. Their aim was to provide a development environment with a DevOps, cloud-like experience that offers rapid testing and deployment. Our team automated their sandbox environment (a dedicated Dell EMC™ VxRail™), their Windows® Virtual Machine (VM) builds, their Linux® VM builds, three different database builds, Oracle® WebLogic, Azure® iOS®, and Azure Platform as a Service (PaaS), all in the context of a Morpheus® self-service portal. This involved Ansible, Terraform®, native Morpheus integration, and PowerShell® scripting.

The benefits: A framework to grow and innovate while ensuring business continuity

Our work has given the client the foundation for the speed, agility, and business continuity that they need. Beyond passing their DR tests, the client was also able to automate their IBM® AIX® failover with Hitachi® storage in a fraction of the time and with far fewer costs than prior to our automation work. Having proven our expertise in this realm, the client is also now following up with us on the possibility of transitioning from bare metal Linux servers to virtual failover.

With the self-service developer portal in place, the client is DevOps ready, able to be extremely efficient in building applications that can scale with ease. Palo Alto Networks® rule integration has been automated to ensure proper firewalls. Most of the sandbox environment workflow has been automated, so no rules need to be managed at all, leaving only a manual approval step for controls.

Benefits:

- Developer-friendly sandbox environment
- Improved speed, agility, and scalability
- Freed up internal resources for strategic initiatives

10x faster DR —
down to just 2 hours

Laid foundation for DevOps

Built-in controls for security and business continuity

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