



CUSTOMER CASE STUDY

Healthcare Agency

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EFFICIENCY, PERFORMANCE, AND SCALING IMPROVEMENTS FOR SAAS PROVIDER

In a healthcare business environment with a continual need for increased efficiencies and medical care effectiveness, the healthcare agency was constantly looking for new services to help maintain its leadership position and increase market share for its hosted pharmacy management offerings.

The healthcare agency sought to adopt a solution that would support the company's focus on real-time, data-driven analytics applications, which optimize care in terms of quality, cost, and regulatory compliance.

CHALLENGE

The healthcare agency was limited by disk speed and inability to scale effectively, which in turn resulted in massive bottlenecks, including backed up messages, processing delays, timeouts, and resource contention.

The selected solution must be able to provide:

- **Efficiency:** The healthcare agency wanted to double capacity on their existing infrastructure, reduce the cost per hospital to improve margins, and provide ongoing TCO reduction even as volumes and client numbers grow.
- **Performance:** Must be able to process massive amounts of data and messaging against thousands of complex business rules, with no tolerance for failure or downtime.
- **Scalability:** Scaling to handle 10 million messages a day (and more) in real time, delivering accurate results to clients in under 10 seconds, regardless of complexity without sacrificing cost efficiency. In terms of scalability needs, this means the solution must support:

- Scaling out vs. scaling up

- Linear scalability
- Dynamic scaling

Bridge to the Cloud: Enable the company to move away from the hardware business by scaling through on-demand cloud vendors.

SOLUTION

The healthcare agency selected the GigaSpaces solution after evaluating competing technologies, based on GigaSpaces XAP's superior ability to meet the company's goals, as follows:

- In-memory data grid: Up to 1000 times faster than disk-based system throughput, resolving the database bottleneck and delivering faster results to clients.
- Dynamic scalability: XAP can automatically provision new resources when they are needed, and then scale back when volumes are lower, providing the healthcare agency the ability to deliver superior performance without passing on the cost to customers.
- Cloud-readiness: GigaSpaces is already designed to run on the public cloud, enabling the healthcare agency to provide on demand services as they add new customers.
- Fast time to market: GigaSpaces is proven, market-leading technology that offers easy adoption with minimal learning curves.

Over 4 million messages supporting over 200,000 active patients, with 9000 rules run against these messages in real-time, daily!

RESULTS

In less than 5 months, the healthcare agency transitioned their first set of applications to the GigaSpaces platform, with the following results:

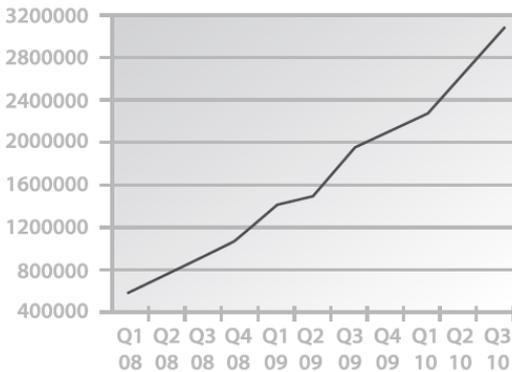
- 600% increase in message processing speed – from 25 messages per second to 130.
- 15% reduction of load on legacy architecture in phase 1 alone (conversion of 150 customers to new platform; on track for full customer conversion by year’s end).

- Optimized resource utilization: 4x increase in tenancy rate, providing larger scale per hosted instance.

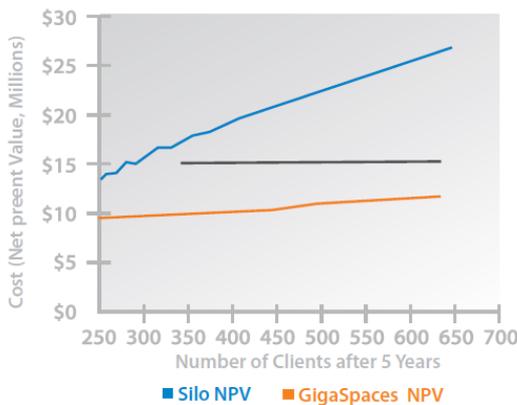
- \$20 million in cost savings (based on calculated 5-year NPV of the application infrastructure)

The healthcare agency is leveraging GigaSpaces to deliver critical information accurately and on time, resulting in improved patient care – and even saved lives – through shorter hospital stays, reduced antibiotic resistance, and improved patient safety.

HL7 Messages Processes Daily



5 Year NPV by Number of Clients



Contact Us

For more information about GigaSpaces Technologies
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