



## Case Study

# Prime Care Technologies Improve Long-Term Healthcare Efficiency.





Prime Care Technologies offers the leading data warehouse in post-acute care.



Atlanta-based Prime Care Technologies has nearly two decades of experience providing senior care operators with integrated business intelligence and technology solutions. Their products are being used in more than 7,500 facilities and they also offer their expertise to organizations outside of the healthcare space.

### Challenges

Prime Care Technologies faced several obstacles in its quest to optimize healthcare efficiency. Firstly, they needed a cloud service provider that could support HIPAA compliance due to the sensitive healthcare data they manage for their clients. Additionally, their existing hosting service with metered connections led to unexpected costs during routine software updates and patching. Maintaining a separate disaster recovery facility was proving to be financially unviable. Finally, their engineering team required a user-friendly infrastructure that they could manage efficiently without an extensive learning curve.

### Highlights

- ▶ Fast deployment of Zerto disaster recovery (DR) and VMware technology
- ▶ Game-changing non-disruptive DR testing
- ▶ Controlled costs with object storage and free-of-charge services
- ▶ HIPAA and HITECH compliance for patient healthcare data
- ▶ Exceptional enterprise-level support services

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*When you look at the list of potential cloud service providers, it significantly shrinks when you consider who can provide scalable infrastructure as a service and support HIPAA compliance.”*

— Ashley Gates, Chief Technology Officer, Prime Care Technologies



*The speed and efficiency with which data could be transferred to the cloud proved transformative, enabling Prime Care Technologies to deploy application updates to 16,000 machines within a single week.”*

— Ashley Gates, Chief Technology Officer, Prime Care Technologies

### Solution Delivered

OVHcloud emerged as the ideal choice for Prime Care Technologies with HIPAA- and HITECH-compliant data centers in Vint Hill, Virginia, and Hillsboro, Oregon, fulfilling necessary compliance requirements. Prime Care Technologies executives were impressed with OVHcloud’s transparent pricing model. Unlike other providers, OVHcloud does not charge data transfer fees, which saves significant expenses. Prime Care Technologies said, “with OVHcloud, the nickel and dime problem went right out the window,” and they can now seamlessly push data to and from the cloud without incurring unexpected charges. Moreover, the speed and efficiency with which data could be transferred to the cloud proved transformative, enabling Prime Care Technologies to deploy application updates to 16,000 machines within a single week.

Prime Care Technologies was 99% VMware-powered, and they used a site recovery manager for disaster recovery. But when OVHcloud brought in Zerto, Prime Care Technologies quickly embraced the solution, saying, “we’ve kind of fallen in love” because it was so easy to use. Zerto’s simplicity allowed engineers unfamiliar with the software to follow guides, interface with their environment and perform off-site replication with a click of a button. They were able to perform disaster recovery testing without interfering with production. Usually, disaster recovery testing would be scheduled as an outage at 3:00 AM while six engineers would be on the phone with the customer going through the exercise. Now they conduct live failover testing automatically during regular business hours without disrupting their client’s operations. Most cloud providers make customers learn a whole new dialect. The intuitive OVHcloud portal, on the other hand, was straightforward. Engineers logged-in and managed resources without a big learning curve because they were already familiar with the VMware technology.



*OVHcloud was a game changer for disaster recovery services.”*

— Ashley Gates, Chief Technology Officer, Prime Care Technologies

### Results, ROI and Future Plans

Prime Care Technologies executives benefit significantly by having access to sales engineers and cloud services experts, who provide valuable recommendations and support for their evolving needs.

By leveraging disaster recovery on OVHcloud, powered by Zerto, Prime Care Technologies avoided the substantial investment required to run an additional data center. Within a short span of three weeks, they successfully set up their new infrastructure and conducted a failover test, all while keeping costs under control. This achievement was hailed as a significant win for the company. Furthermore, the cost-effectiveness of OVHcloud's object cloud storage stood out when compared to hyperscalers, saving Prime Care Technologies considerable expenses on bandwidth overages. They said, “it was 100 times more expensive to pay hyperscalers bandwidth overages than for OVHcloud's object cloud storage.”

Looking ahead, Prime Care Technologies aims to speed up provisioning. The company plans to rely on OVHcloud's infrastructure for seamless scalability. The capacity to swiftly add resources by simply adding them to your cart and checking out on the OVHcloud website, which can be deployed within a few hours compared to four weeks via co-location, represents a game-changing advantage. By eliminating the limitations of purchased or leased equipment, OVHcloud empowers Prime Care Technologies to allocate resources effectively, providing operational flexibility and facilitating expansion.

**Overall, Prime Care Technologies' transition to cloud services with OVHcloud has yielded tangible benefits, including compliance assurance, cost savings, streamlined disaster recovery, and operational flexibility.**

### About OVHcloud

OVHcloud US is a subsidiary of OVHcloud, a global player and Europe’s leading cloud provider operating more than 400,000 servers within 37 data centers across four continents. For over 20 years, the company has relied on an integrated model that provides complete control of its value chain from the design of its servers to the construction and management of its data centers, including the orchestration of its fiber-optic network. This unique approach allows it to independently cover all the uses of its 1.6 million customers in more than 140 countries. OVHcloud now offers latest generation solutions combining performance, price predictability, and total sovereignty over their data to support their growth in complete freedom.

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