Definitive Healthcare

Healthcare data and intelligence provider increases availability for online subscription services.

Industry

Healthcare

Our Services

Cloud Load Balancer
Cloud Failover

Results

Increased availability
Improved SSL processing

The Customer

Founded in 2011, Definitive Healthcare LLC is a Framingham, Massachusetts, healthcare data company serving over 1,500 clients. Included in their philosophical approach are the use of cutting-edge technologies, investment in healthcare market knowledge, superior customer service, and maintenance of the highest quality data. Definitive Healthcare provides powerful intelligence on hospitals, physicians, and healthcare providers. In 2018, they placed 974th on Inc. Magazine's list of 5000 fastest-growing private companies in the U.S. Definitive Healthcare has over 250 employees.

The Challenge

Patience may be a virtue, but waiting for DNS changes to take effect can be costly in terms of time, money, and customer satisfaction. The stark truth about internet service providers (ISPs) is that their connections are not really that reliable. Some people even suggest that they are actually getting progressively worse. That's fine if you're just surfing the internet at your leisure. But if you're a customer needing vital information from a comprehensive database, the loss of connectivity can be more than just an inconvenient interruption.

Definitive Healthcare clients were sometimes disappointed and upset at the repeated breaks in the site's availability. Problems like this could even cause an irritated customer to cancel their service, or at least to voice their concerns. The situation was becoming untenable for the information provider, and so they turned to Total Uptime for help.

The Solution

"We thought the solution to our challenge would be more complex than it was," said the company's Vice President of Information Technology, David Courville.

One way to solve the problem of losing an ISP connection is to install expensive network appliances to manage the traffic. IT planners at Definitive Healthcare considered what it would take to implement this solution themselves, but quickly discarded the idea when they found about Total Uptime's Cloud Failover and Load Balancing services.

Our solution was just right for their business. The IT department found it easy to use, reliable, and cost effective. And they used it for more than just simple failover functionality. Implementing a cost-saving option known as SSL offloading, IT personnel were able to optimize SSL

"Everything you guys have been doing is amazing and being delivered as promised. As always you guys go above and beyond and I couldn't be happier."

- David Courville, Vice President, Information Technology

processing by moving it from the servers to the network edge, freeing up valuable resources for other tasks.

They were able to work out a few configuration issues at the outset with the ready support of Total Uptime personnel. Courville now says that the new services have made a difference in their business. "It has increased the availability of our subscription service," he said. And he told us that he couldn't be happier with the results.

What can Total Uptime do for your business?

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About Total Uptime

Total Uptime eliminates the complexity of integrating, securing and managing today's multi-cloud network. Our customers can proactively monitor and manage application availability, security, performance and automate network corrections to ensure continuous delivery of critical applications in real time.

Whether your IT infrastructure is on-premise, in a private cloud, public cloud, or a hybrid, there are significant challenges and costs associated with meeting internal and external customer demands for availability. Even the biggest public cloud providers suffer from frequent outages. We give our customers the tools to mitigate them quickly and easily.

Many customers say that we're the company they wish they found several years ago. Generally, once you share your challenges, we can understand them and demonstrate our capabilities and our value proposition becomes pretty clear.