

Customer case study | Healthcare

Definitive Healthcare

Increasing availability for critical healthcare data services.



INDUSTRY
Healthcare



ENVIRONMENT
Online Subscription Service



CAPABILITIES
Cloud Load Balancing + Failover



OUTCOME
Improved Availability

The Customer

Definitive Healthcare is a Massachusetts-based healthcare data and intelligence company. Its platform provides information on hospitals, physicians and healthcare providers to organizations that depend on fast, reliable access to critical information.

The Challenge

Repeated interruptions to its online subscription service were beginning to affect the customer experience. Definitive Healthcare needed a more reliable way to maintain access when internet connectivity failed, without adding unnecessary infrastructure complexity.

1.

Unreliable connectivity

ISP outages were creating interruptions to the online service.

2.

Customer impact

Service breaks were increasingly visible to subscribers and risked satisfaction.

3.

Infrastructure complexity

The IT team wanted to avoid deploying costly network appliances internally.

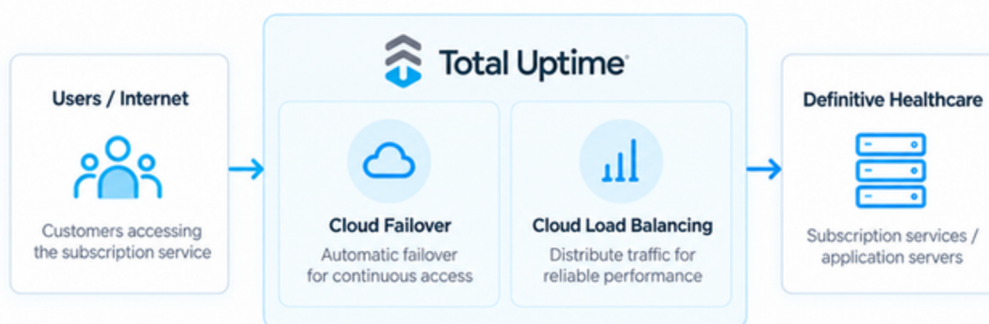


We thought the solution to our challenge would be more complex than it was.

David Courville | Vice President, Information Technology

Cloud-based application delivery without additional infrastructure.

Definitive Healthcare chose Total Uptime Cloud Failover and Cloud Load Balancing instead of deploying and managing additional network appliances internally. The result was a simpler way to improve service availability while making better use of existing infrastructure.



Cloud Failover

Helps reduce the impact of ISP connectivity failures by maintaining an alternate path when the primary connection is lost.



Cloud Load Balancing

Manages application traffic more effectively to support reliable delivery of the subscription service.



SSL Offloading

Moves SSL processing away from application servers, freeing valuable resources for other workloads.



Engineering Support

Total Uptime worked with the IT team to resolve initial configuration issues and support deployment.



Increased Availability

More reliable access to Definitive Healthcare's subscription service.



Improved Efficiency

SSL offloading freed application-server resources for other tasks.



Reduced Complexity

The team avoided the need to deploy additional network appliances internally.



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