

Cloud Services Help Provide a Launchpad for Innovation

EXECUTIVE SUMMARY

Customer:

Visionary Enterprises Inc./
Community Health Network Inc.

Location:

Indianapolis, Indiana

Industry:

Healthcare

Business Challenges

- + Design and implement scalable, HIPAA-compliant IT infrastructure to host new software and web portal
- + Secure management and monitoring services for new IT infrastructure
- + Develop backup and recovery solution

US Signal Solution

- + Compliant Dedicated Resource Pool
- + Managed Backups
- + Remote Monitoring and Management
- + Dedicated Internet Access and Firewall

Business Results

- + Robust, scalable IT infrastructure in place to support expansion of Community Launchpad platform to other organizations
- + Elimination of need for IT staffing to manage supporting IT infrastructure
- + Predictable monthly operating expenses for management, monitoring and backup/delivery services
- + HIPAA compliant to help mitigate possibility of non-compliance penalties or data breach

The Situation

Innovation is a strategic imperative for Visionary Enterprises Inc. (VEI), a subsidiary of the nonprofit Community Health Network system based in Indianapolis, Indiana. The organization recognized that the healthcare industry was ripe with innovative ideas that had the potential to transform healthcare delivery. Many of those ideas were emanating from the Community Health Network staff — the physicians, nurses and others working at the frontlines of patient care.

VEI decided to develop a platform that would enable Community Health Network's 12,000 employees, as well as aspiring entrepreneurs outside the organization, to easily submit their ideas for enhancing patient care delivery — any time and from anywhere. It goes beyond the typical suggestion box model by setting up "Shark Tank-like competitions" and by asking employees strategically connected questions to help solve specific problems.



The ideas are collected in a database. The most promising are then routed through a series of processes with cash incentives for those that make the final round. Participants retain the opportunity to share in profits or savings as their idea moves toward a full exploration of its commercial value. For VEI, the end goal is fostering the development of breakthrough healthcare products and services that could be utilized at Community Health Network and commercialized throughout the healthcare industry.

VEI enlisted an outside company to create the software and web site that would serve as the portal for this “innovation incubator” — Community Launchpad. For various reasons, VEI couldn’t host the new software program on Community Health Network’s internal IT system or task its IT staff with managing and monitoring the new infrastructure. That meant VEI needed to find someone to create, manage and monitor the environment for hosting Community Launchpad. The bigger challenge, however, was finding a provider that could also help VEI determine what was needed in terms of a hosting environment that could meet its current and future objectives — despite not knowing exactly where the project could go or how successful it would be.

The US Signal Solution

Fortunately for VEI, the software development company that created the Community Launchpad program recommended a firm it had successfully worked with in the past — US Signal. The US Signal team spent considerable time meeting with VEI to discuss their vision and identify their requirements to determine the best solutions.

The environment would have to meet the stringent requirements of the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule. If Community Launchpad was successful, VEI also wanted to be able to market it to other organizations. That meant the environment would have to be scalable and flexible. Predictable expenses were also a “must have.”

The US Signal solution included:

Compliant Dedicated Resource Pool to provide a HIPAA-compliant environment and the scalable, 100% fully subscribed and queued resources for powering the software and web site.

Managed Backups which cover agent installations and upgrades, backup job creation or modification, restoration of images and files to source, and monitoring of backup activities, so no internal resources would be needed.



Dedicated internet access over US Signal’s protected fiber network with bandwidth that is never oversubscribed or shared with other customers.

Cloud-based Managed Firewall to optimize traffic and keep malicious intruders out of VEI’s private network.

Remote Monitoring and Management so that servers are monitored using software-based agents while network endpoints are monitored using software probes installed on a supported Windows server within the VEI environment. No VEI resources are required.

Business Results

Robust and designed for scalability, the IT infrastructure that hosts Community Launchpad can easily be expanded to accommodate other organizations that wish to make use of the innovation platform.

The environment meets HIPAA requirements. Because US Signal provides all monitoring and backup/recovery services, VEI doesn’t have to maintain its own IT resources to handle those tasks — eliminating the need to bring on specialized staff and ensuring operating expenses for the Community Launchpad environment are predictable.

Most important to VEI is that the infrastructure and services are enabling Community Launchpad to flourish. VEI has also been approached by other businesses to help them set up similar programs. With its scalable, secure IT infrastructure in place, Community Launchpad is ready to take innovation beyond the Community Health Network.



ABOUT US SIGNAL

US Signal is a leading data center provider, offering connectivity, cloud hosting, data protection, and disaster recovery services — all powered by its wholly owned and operated, robust fiber network. US Signal also helps customers optimize their IT resources through the provision of managed and professional services.

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