

mediKEEPER

Industry: Information Technology & Services

Solution: Managed Cloud & Disaster Recovery

Location: San Diego, CA

Website: www.medikeeper.com

The team at MediKeeper represents a combination of expert, forward-thinking minds in the fields of technology and medicine.

Growing rapidly and with a tight deadline MediKeeper was in search of a solution to support their mission-critical business data 24/7/365.

"With NFINIT Services, I am fully covered across multiple disciplines. Now I can focus on my business growth rather than worrying about day-to-day IT activities."

-- **David Nguyen**, Chief Technology Officer

Company Bio

MediKeeper is a technology company that designs customizable portals that allow employers, benefits providers, health plans and wellness companies to efficiently manage corporate health. MediKeeper portals make administrators' lives easier by ensuring preventative wellness programs are more effective, therefore helping to reduce costs. Since 2017, MediKeeper has experienced rapid growth to the tune of 400%. This represents a huge opportunity along with the challenge of supporting the explosive growth without compromising quality and the overall vision.

The Combination for Success

MediKeeper had traditionally managed their own infrastructure in the NFINIT data center. They had a small in-house IT team that was responsible for the architecture and design of their platform as well as the network and security aspects of how their clients connected and consumed their application. As their business demands increased, keeping up with the necessary internal IT regiment (updating hardware, network issues, system restoration, backup routines, maintenance and 24/7/365 monitoring/response) and other related IT activities became difficult to manage. In combination with MediKeeper's growth they started gaining attention from larger, national Healthcare providers to whom regulatory compliance is of paramount importance and focus. By leveraging the NFINIT provided solution, MediKeeper was able to align their security posture and gain HITRUST (Health Information Trust Alliance) certification, which sets them apart from the competition.

"The HITRUST certification process is overwhelming and our Enterprise clients require that we maintain this certification annually. NFINIT's existing processes and controls not only helps us meet a third of HITRUST's requirements, but provides us with architecture and personnel that we would not have been able to build/cover ourselves."

The Turnaround

The engagement began with a Total Cost of Ownership (TCO) study in which NFINIT worked with MediKeeper to uncover and illustrate all of the financial elements (Hardware, Software, Infrastructure

and Support) of the current delivery model. From there, NFINIT built out a comprehensive proposal to transition the Client to a highly scalable cloud and managed services model leveraging the NFINIT VMware Community Cloud platform and a success based OPEX financial model. Soon after acquiring the new NFINIT solution the results began to emerge. For instance, MediKeeper's most aggressive Recovery Point Objective (RPO) previously was one hour. Now, the team has a RPO of 15 seconds. Beyond delivering a model that enables dynamic growth, NFINIT was able to produce a solution that increased capabilities including adding a managed secondary Disaster Recovery (DR) site, all while delivering a lower TCO.

"I feel 100% confident with the NFINIT solution. I now have a full DR and managed IDS/IPS firewall solution with access to multiple network, DR, security, infrastructure, and cloud specialist teams with 24/7/365 support. All of this saves me an incredible amount of time and money."

Expanding to The Cloud

It is no surprise that most companies have some hesitation when talking about moving their data to the cloud. However, the comfort of transitioning to a VMware-based cloud was another positive for MediKeeper. The MediKeeper team could not have been more impressed with the ease and simplicity of moving their application, data and perimeter security. Once the data was replicated, it only took a few minutes to synchronize and get their system up and running. The down time was as fast as switching ON and OFF in between networks. The access to tools and knowledge that NFINIT brings to the table are second to none.

"The migration of moving to their private cloud was extremely painless with zero down time. NFINIT created a hybrid cloud platform that seamlessly integrated my physical colocation infrastructure with their NFINIT Community Cloud environments."

The future is cloud and it should not be seen as a destination but rather a journey that requires continuous modification and fine-tuning. NFINIT is the perfect partner for stewarding this process.

"NFINIT ultimately knows my business and SLA requirements. With an experienced NOC team actively monitoring and maintaining my IT infrastructure, I can confidently assure my clients that we're meeting all their metrics."

About NFINIT

NFINIT is a leading provider of enterprise-class connectivity, cloud, colocation, and technology services for businesses with stringent security and compliance needs. Our mission is to provide customers with best-in-class technology solutions and expert support so they can focus on their core business. We work with customers to understand their specific business requirements and deliver customized solutions that help manage increased IT and network complexity, maintain security and compliance, and protect against ever-evolving cyber threats.