

Partnering With Cloudtcity:

Verge Health Case Study

The Client

Verge Health empowers healthcare organizations to proactively protect patients, caregivers, and facilities against errors, adverse events, and policy violations. Its Converge platform integrates siloed departments, data, and processes with a secure digital workspace, providing the insights necessary to manage governance, risk, and compliance.

The Challenge

Many SaaS companies find the complexities of HIPAA compliance extremely challenging. It requires specialized expertise and encompasses technical issues such as firewall configuration, log monitoring, and data retention.

Verge Health has differentiated itself by continuously meeting customer needs through rapid innovation. Its pace of advancement, paired with its need to meet evolving federal compliance standards, meant that Verge Health was continuously developing applications, which involved spinning up new servers and testing environments.

Managing and deploying infrastructure that met HIPAA requirements required Verge to divert resources that could have been focused on business building. And because deploying servers wasn't the team's area of expertise, misconfigured servers became a source of costly delays and troubleshooting, not to mention compliance concerns.



We created compliant infrastructure configurations for Verge Health using the Chef server procured from the AWS Marketplace and managed them on AWS Service Catalog using AWS CloudFormation templates.

The Solution

With its data center hardware approaching end-of-life, Verge Health opted to migrate to AWS. Because of our expertise coding, migrating, and managing HIPAA-compliant solutions on AWS, Verge Health turned to Cloudticity for help.

With traditional managed services, everything a client wants to do, such as deploying servers, must be initiated through a ticket request. That adds time to the process. At Cloudticity, our goal is to empower clients like Verge Health to deploy what they need without involving us, thus enabling faster development.

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Because of our expertise with AWS Service Catalog – we use it to deploy Cloudticity Oxygen™, our proprietary HIPAA-specific managed services platform – we were able to create a catalog of components that matched the patterns of requests we saw from Verge Health during migration.

Moving to standard configurations that could be self-provisioned, Verge Health was able to solve its compliance and resourcing challenges, increase its agility and speed, and better meet its customers' needs.

The Benefits

Verge Health software resources are now preconfigured to be secure and HIPAA compliant, ensuring consistency and predictability. Eliminating configuration errors not only ensures any instances provisioned by employees will work as intended, it saves time and money.

Since moving to AWS, Verge Health has accelerated its pace of innovation and dramatically improved its flexibility. Though manually configuring an environment previously took up to three weeks, it can now be done in seconds. Verge Health can instantly create environments to develop and test new applications and get them to market quickly, in response to business changes.

Cloudticity has also given Verge Health the freedom to engage in low-cost, low-risk experiments. Now when the team has a theory about something that might improve security, they can quickly spin up a pseudo-environment and test it. Prior to migrating to AWS, that would have been unthinkable.

Lastly, but perhaps most importantly, Verge Health has been able to refocus its team and reinvest in what the company does best. Rather than allocating valuable resources to provisioning and managing infrastructure, it can focus on building software and solving business problems. And ultimately, that's what will let Verge Health remain best in class.

About Cloudticity

Cloudticity, based in Seattle, WA, helps healthcare organizations design, build, migrate, manage, and optimize HIPAA-compliant solutions on Amazon Web Services (AWS). Founded in 2011, Cloudticity has helped providers, payers, and companies that sell to the healthcare industry remain secure, compliant, and highly available to patients and customers that rely on them. For more information, visit [Cloudticity.com](https://cloudticity.com).

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