

# KaleidaCare Management Solutions

kaleidacare.com



## Business Overview



KaleidaCare is an Application Service Provider (ASP) offering comprehensive, internet-based MIS systems that enable data analysis to facilitate the strategic and operational activities of social service organizations. Focused primarily on private child and family services, KaleidaCare's software solutions are designed to provide agencies with access to care management, billing, and reporting information to enhance care decisions, protect funding, and safeguard licensing. Providing affordable software solutions, KaleidaCare enables agencies to keep up with everchanging compliance regulations, minimize the management challenges, and navigate increasingly complex billing requirements across devices.

## IT Challenge



In 2008, KaleidaCare turned to LightEdge to provide compliant colocation services for a portion of their IT environment. However, as KaleidaCare's customer base grew, so did the demands on their infrastructure. KaleidaCare was quickly amassing a large customer base each with their own database of client information, patient medical records, and billing information. After determining that an additional investment to add physical servers to their existing environment was cost-prohibitive, KaleidaCare approached LightEdge again in early 2013. They decided to enhance their IT footprint through LightEdge's high security, private cloud and cloud-delivered services. This included a network of storage devices that would enable the company to scale easily as it continued to grow.

### Industry

SaaS/Sw  
Development

### Solutions Implemented

Colocation | Managed Hosting  
Private Clouds | Hybrid Hosting

### Website

kaleidacare.com

### Compliance Requirements:

HIPAA | SSAE18

### Founded

1995

### Headquarters

Austin, TX

**"For us, partnering with LightEdge was a competitive advantage. When we are selling against our competitors who are largely self-hosted, LightEdge's data security and performance goes well beyond."**

**- Alistair Deakin, President & CEO**

LIGHTEDGE



## Solution



As a longtime LightEdge customer, KaleidaCare turned to LightEdge's experts to help engineer a compliant solution to augment their current IT infrastructure by layering on the right combination of LightEdge services to support the company's exponential growth. KaleidaCare chose to utilize both LightEdge's secure private cloud and cloud-delivered services to create a truly hybridized environment. They also sought LightEdge's help to evaluate the use of Network Attached Storage (NAS) versus a Storage Area Network (SAN) to handle the high volume of data storage inputs and outputs required to enable their software solution functionalities.

SAN storage, when right-sized for the environment, offers the ability to easily add storage capacity, provides greater redundancy, and limits additional hardware costs. When delivered by a data center provider that specializes in managed cloud services, like LightEdge, businesses also benefit from hands-on support and around-the-clock monitoring by engineers.

After a comprehensive, year-long evaluation and implementation project in close collaboration with LightEdge, KaleidaCare adopted a new strategy that combined the use of discrete, individually managed servers with virtualization capabilities and a dedicated SAN storage solution. This maintained the proper levels of capacity and performance to support their customer-facing application servers.

"Our relationship with LightEdge has evolved quite a bit over the years," stated Vice President of IT Paul Difani. "Initially LightEdge served as our colocation provider, but over time we have added managed hosting and private cloud offerings to create a hybrid hosting environment which has supported us through our rapidly accelerated growth. Implementing virtualization software on dedicated, leased equipment, along with the use of dedicated EMC SAN storage was both a cost-conscious and performance-based decision. Not only did we save on purchasing new equipment to expand storage capabilities, but in working with LightEdge, we have access to best-in-class technology managed in part by their excellent IT staff."

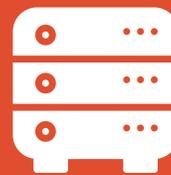
Difani went on to state, "This approach gives us great confidence that our customers will have a flawless experience using our online solutions. LightEdge truly serves as an extension of our IT department. Though we still own and operate a portion of our environment, and opt to manage the day-to-day upkeep of our systems, we rely on LightEdge to provide that extra layer of protection to guarantee the optimal functioning of our IT systems."

In addition to addressing KaleidaCare's concerns related to data security, quality of service, and latency, LightEdge was able to meet KaleidaCare's compliance requirements for storing electronic protected healthcare information, financial information, and other forms of sensitive data in adherence to their stringent guidelines.

## Benefits



Hybrid hosting customers, such as KaleidaCare, benefit from LightEdge's ability to blend data center services to deliver customized solutions to meet specific needs. By blending colocation, secure private cloud and cloud delivered services, KaleidaCare has the advantage of operating an affordable, scalable and secure solution that not only meets current performance requirements but can scale on-demand to meet the needs of their growing business.



### LightEdge Overview

LightEdge offers a full stack of best-in-class IT services to provide flexibility, security, and control for any stage of a customer's technology roadmap. Our solutions include premier colocation

across seven purpose-built data centers spanning Des Moines, Kansas City, Austin, Omaha and Raleigh, industry-leading private Infrastructure as a Service (IaaS) and cloud platforms, and the top global security and compliance measures.

Our owned and operated facilities, integrated disaster recovery solutions, and premium cloud choices make up a true Hybrid Cloud Solution Center model.