

## Solutions Case Study

# ALLSCRIPTS

ALLSCRIPTS.COM

### INDUSTRY

Healthcare Software

### SOLUTIONS IMPLEMENTED

Virtual Private Cloud & Bare Metal



## BUSINESS CHALLENGE

Throughout Allscripts' 12-year engagement with NFINIT, now a LightEdge company, the team required a technology partner that operated as an extension of Allscripts. Allscripts is dedicated to keeping its customers safe and protected from any data breaches or disruptions on a large scale that may destroy existing systems.

## SOLUTION

In a recent incident, the Allscripts and LightEdge teams worked together to quickly and effectively resolve the issue. With these combined efforts, Allscripts was able to achieve the security and protection they wanted for their clients. By troubleshooting the problem and including LightEdge services, Allscripts could pinpoint solutions that enabled client to get back up and running. The focus was on regaining access to critical systems and applications. If there were any technical disruptions, Allscripts' efforts along with LightEdge would ensure that there wouldn't be any major negative impact to clients. The solution offers a cloud environment that helped deploy over 200 virtual machines.

**"LightEdge has always been able to build us exactly what we're looking for and to provide custom solutions whenever needed. Two key words I associate with LightEdge are adaptability and solutions. Overall, it's been a great relationship."**

**— Ian Maurer, Chief  
Technology Officer,  
Allscripts**



## RESULTS

Once again, Allscripts was able to provide an invaluable service to its clients with the assistance of LightEdge. LightEdge provided its manpower, expertise, and infrastructure for restoring and providing alternative solutions. In the meantime, the internal Allscripts IT team focused on locating the root cause and working on the long-term solution.

## MORE THAN A VENDOR - A SOLUTION SEEKER

In 2016, Chief Technology Officer, Ian Maurer, joined California Healthcare Medical Billing (CHMB), which was acquired by Allscripts two years later. After joining CHMB, Maurer quickly recognized that the relationship between NFINIT and CHMB was very strong. "I did my due diligence across the technology team and found there had been a long-tenured history between the two organizations," he said, noting the relationship dates to 2010.

Maurer was impressed by what he heard about the NFINIT team and wanted to further engage the partner. At that time, CHMB was only purchasing colocation with NFINIT.

"I didn't feel we were fully leveraging the relationship to take advantage of all the opportunities," he said. Soon, Allscripts expanded its scope of services with NFINIT to include private cloud services, managed services, and, over time, backup as a service, storage, and disaster recovery.

Today, Allscripts continues to collaborate with LightEdge for a portion of its IT workload. The two entities work together through both colocation and private cloud services, Maurer continues to have plenty of positive things to say about the relationship.

"The great thing about LightEdge is they've always been very flexible, very adaptable, very willing to work with us," he said. "I'll come to them with pain points or problems and I'm looking for solutions. By that time, we've already exhausted all internal capabilities and ideas."

With this collaboration, Allscripts can tap into the resources and expertise from the LightEdge team. The aim here is to discover solutions for the long-term and get the resources for carrying them out. When talking about LightEdge, Maurer also says: "I think of them as more than just a colocation and cloud provider. They're a solution finder, a solution seeker."

### Allscripts Overview

Allscripts is a leader in healthcare information technology solutions that advance clinical, financial, and operational results. It provides electronic health record systems for both financial and clinical platforms. Allscripts aims to connect physician practices, hospitals, and healthcare systems; thereby empowering caregivers to make better decisions and with the goal of delivering better care.

To learn more, visit:

<https://www.allscripts.com/>

### LightEdge Overview

LightEdge Solutions is the leader in colocation and private cloud services for highly regulated organizations who value always on uptime for their mission critical workloads. LightEdge owns and operates eleven purpose-built data centers primarily across the Midwest, Texas, and the Southwest. With 25 years in business, LightEdge offers full stack technology services that deliver unbeatable uptime, security, and flexibility for their clients. Their premier colocation, cloud, disaster recovery, and security solutions are designed to support complex hybrid IT deployments and audited against the industry's top security and compliance standards. For more information, visit [www.lightedge.com](http://www.lightedge.com).

## A CASE IN POINT

Since Allscripts was looking to take on a technology partner as part of their extended team, the relationship between them and LightEdge has been very positive.

For IT issues, time is of the essence. Thankfully, LightEdge has always gone above and beyond to assist Allscripts in these situations. Take this recent incident, for example: when Allscripts was hit with a production-level system problem affecting their clients' voicemail access, they brought in LightEdge as a trusted advisor.

"A pain point for them was that they didn't have the resources to fix the problem while, at the same time, determining its origins," said Katelin McCabe, Senior Account Executive with LightEdge.

Within the required time period, Allscripts was able to collaborate with LightEdge's team of engineers to find an alternative solution. According to McCabe: "We provided a cloud environment which restored their voicemail capabilities while, in the background, their internal team continued to hunt down the root cause of the issue."

This was a great example of LightEdge's ability to jump in, when needed, to join forces with the Allscripts' internal team. "LightEdge was able to help get them up and running again quickly because we had the infrastructure and manpower needed to organize that effort in hours," said McCabe. LightEdge's main services include the protection of customer data and ensuring the safety of their system even in the case of a technical issue. This is what Allscripts requires of them while catering to the healthcare industry and ensuring better care, better services, and a better experience for each patient.

## GOING THE EXTRA MILE TO KEEP LIGHTEDGE AS A PARTNER

When CHMB was acquired by Allscripts in the summer of 2018, Maurer knew he wanted to keep working with NFINIT.

"There was no question in my mind that we wanted to stay with NFINIT," Maurer said. "I just felt like the relationship here goes way beyond vendor/customer and, from my perspective, is more of a collaboration. I felt like if we switched vendors, I would be giving up capabilities, options, and opportunities to solve for pain points and issues. Even though it was a more challenging path, it was the right decision for us."

## LIGHTEDGE FAST FACTS

- ▲ Our interconnected data centers, allows us to route clients to another city and keep you online 100% of the time.
- ▲ To keep your business operations running, LightEdge has unlimited scale when it comes to cloud scrubbing centers. This ensures clean traffic will always flow unhindered while attacks are mitigated.
- ▲ Clients have the flexibility and scalability to easily change services to evolve with their business needs.
- ▲ Our Dedicated Private Cloud platform is built on VMware technology to be powerful enough for most applications, scalable to any business model, and secure enough to move your skilled IT staff away from the hardware.

## WE CAN HELP YOU, TOO, IF...

- ▲ You're a high value target for cyberattacks and are worried about the impact an attack could have on your business and clients.
- ▲ Your team is unable to focus on future state initiatives or innovation because they are constantly in legacy management.
- ▲ You cannot afford to suffer hours of downtime.
- ▲ You need your VMware workloads managed by a company whose reputation is known for security and compliance measures.

## KEY DIFFERENTIATORS

Maurer views LightEdge's affinity and enthusiasm for solving problems as key attributes that separate them from other IT service providers. This is also why LightEdge's services are useful to Allscripts while working towards their goals. Allscripts greatly appreciated the suggestions and sense of partnership along with the valuable services from LightEdge.

"I haven't seen that from other data center suppliers I've worked with previously," he said. "Most organizations offering colocation and private cloud services tend to just stay in their little box, and don't offer services or suggestions, or really exceed those guardrails."

Maurer says he experiences the opposite from LightEdge. "They are always willing to engage, always willing to jump on a call to talk through issues, even if it's last minute and high priority. They always seem to be able to gather a group of subject matter experts and help up work through problems."

## IN THE EVENT OF A CONCERN

Allscripts has an experienced staff, but external collaboration is useful when a company has issues to address. When Allscripts hands over an issue to LightEdge, such as concern due to a team member's departure, they can be sure that LightEdge will handle the transition with care.

"In each of those cases, I've reached out or they've reached out to talk over my concerns about losing the resource," Maurer said. "The communication was open and honest. They made sure those new resources were brought up to speed, received additional training, or were augmented with other services. If you look back over time, the resource capabilities remained the same. LightEdge takes our concerns seriously and is willing to resolve service hiccups before they become service issues."

## AN EXTENSION OF THE INTERNAL IT TEAM

In summarizing the LightEdge relationship, Maurer said he views LightEdge as an extension of their IT team.

"They have some highly regarded subject matter experts in their domain who are willing to go above and beyond to help us out. They act, essentially, as our internal subject matter experts. I can reach out to them as I would my own internal team."

Maurer says this has been particularly helpful in setting up private and cloud services. "We have had some very unique and specific requirements for private cloud services, things that fall out of the norm, due to healthcare's strict data privacy regulations.

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