

Auxis Launches AWS Cloud Transformation Journey for a Leading Home Care Provider



Client Profile

Our client is a private equity-backed, South Florida-based market leader in home health, durable medical equipment, and home infusion services. With 25+ years of experience and about 130 employees, the company provides high-tech medical services administered by experienced professionals aimed at enhancing daily living for patients and reducing hospital readmissions.

Business Challenge

The company had been supporting its systems and applications from two on-premises data centers in South Florida and Puerto Rico. As part of a modernization initiative, the client wanted to capitalize on plans to implement a brand-new claims system hosted in Amazon Web Services (AWS) as the potential first step in a cloud migration journey.

The client had been working with a vendor to implement the new claims system as a combined SaaS (Software-as-a-Service) and client-hosted solution. The application would run at the vendor's data center. However, the client needed to run critical system components that were part of the same solution at its own data center so they could interact with its legacy data center applications and provide access to company users.



The client realized that adding this new platform to its on-premises data center solution created multiple pain points, including:



A potential need to invest in the replacement or upgrade of outdated on-premises server equipment.



Delayed implementation because COVID challenges drastically stretched purchase and delivery times for new on-premises equipment.



Poor resiliency and reliability, as inadequate redundancy made it difficult to recover data quickly during outages.



A need for on-premises server support, made even more challenging by the COVID-induced switch to remote work.

With no cloud experience, the client recognized that its IT Department **lacked the time and expertise for cloud transformation**. Auxis was tapped to set up a new cloud environment, using best practices that could prove cloud benefits and pave the way for greater cloud migration for the company.

Solution & Approach

Auxis recommended the market-leading AWS platform as the best cloud option for meeting the company's business requirements. Since the company's CIO had prior exposure to AWS, the company also supported selecting this vendor.

The solution the Auxis team built was based on the AWS Well-Architected Framework, which describes the key concepts, design principles, and architectural best practices for designing and running a reliable, secure, efficient, and cost-effective platform in the cloud. Customers and partners who utilize the AWS Framework's consistent approach to evaluating systems against the qualities expected from modern cloud-based platforms can easily ensure specific architecture aligns with cloud best practices.

Recognized as one of the **20 Most Promising AWS Solution Providers** by CIO magazine, Auxis created an AWS Cloud implementation approach that consisted of three critical phases:

- 1. Requirements gathering and design.** Auxis performed a thorough analysis of the workloads and requirements for implementing an AWS solution capable of running the supporting servers and applications needed for the new claims system. With requirements detailed and documented, Auxis engineers designed a scalable and robust cloud architecture, prioritizing data protection, security, usage and cost, and company operational requirements.



- 2. AWS Cloud implementation, including networking, instances, servers, access, and security measures.** Auxis worked closely with the client's internal IT team and the claims system vendor to ensure proper implementation of the new AWS account based on the agreed-upon requirements and design. Extensive testing ensured accessibility, connectivity, and functionality of the newly implemented cloud servers and platform. Auxis also implemented the proper tools to monitor and identify risks to the company's systems, applications, and data, including CloudTrail and CloudWatch.
- 3. Handing-off operation of the cloud environment.** Auxis prepared internal client teams to assume day-to-day management and monitoring of the new platform. Ongoing cloud operations roles and responsibilities were defined. Key knowledge transfer included review of the implementation design documentation and essential support areas.

Results

The client's new claims system operates successfully on a robust and secure AWS cloud environment. Key benefits include:



Increased Agility & Resiliency

Auxis implemented highly scalable, efficient data protection in the cloud – creating redundancies and automated backups that enabled fast, reliable data recovery.

AWS guarantees reliable access to backup data – even if a data center experiences a disaster – by storing copies of all uploaded data on at least three separate devices spread across isolated, physically separate “Availability Zones” within a geographic Region. On-premises data center solutions can't match that level of agility and resiliency, even when following best practices.



Improved Customer Experience

AWS redundancies dramatically minimize the impact of outages to end users – in most cases, ensuring they never realize there is a problem. Deploying workloads in multiple AWS Regions also allows the company to provide lower latency and a better experience for customers.



Quick Implementation

Moving to the cloud helped the client avoid waiting months to procure and deploy on-premises equipment. Instead, Auxis had the AWS environment built and running in less than a month. The cloud's unlimited capacity further allows the company to scale additional resources within minutes if demand changes. The client can also eliminate unnecessary costs by scaling down just as quickly – a much more challenging task with purchased on-premises equipment.





Cost Optimization

Auxis infused the client with tools and strategies for **cloud cost management**, a key challenge for businesses migrating to the cloud. For instance, Auxis set the client up to monitor workload capacity and performance, ensuring cloud resources remain correctly sized. Without best practices in place, complex and fast-changing cloud pricing, lack of organizational insight into what impacts costs, and the ability of business units to spin up cloud services with little or no accountability can quickly lead to unexpected and uncontrolled overruns.



Business Peace of Mind

The client used the Auxis project as a test case for potentially modernizing other business applications by migrating those systems and applying a AWS cloud implementation approach. Pleased with the success of its first AWS cloud experience, the client is currently exploring ways to continue its journey to cloud transformation.

