HealthChannels Running at Top Speed

CDW helps HealthChannels optimize their GCP environment, improving efficiency, increasing performance and lowering spend

Customer Overview

HealthChannels is a leading healthcare solutions company operating the largest collection of medical scribe programs in the United States. HealthChannels' highly skilled medical scribes are future doctors, nurses and physician assistants and are trained to alleviate up to 90% of a healthcare provider's administrative obligations, enabling providers to focus on delivering the highest quality care.

The Challenge

For HealthChannels, nothing is more important than their core mission, helping healthcare providers so they have more time for their patients, and that any process or infrastructure element that isn't optimized can slow innovation, drive up labor costs, increase risk increase costs and threaten that mission. So, when performance issues and monthly cost increases began to occur, HealthChannels suspected there may be elements within their architecture that weren't as efficient as they could be.

The Solution

HealthChannels reached out to CDW and the discovery process was initiated. The teams first two tasks were to identify what was causing the performance issues and learn why costs were increasing.

After analyzing GCP logs and billing data, the team was able to identify that the majority of the new spend increases as well as the performance issue was associated with DataFlow, in particular some DataFlow pipelines that were automatically generated to support Data Prep. Once the top offenders' pipelines were identified they were rewritten to be as efficient as possible.

Based on the success of the initial project, HealthChannels engaged the CDW team for follow-on projects to improve the efficiency of other data pipelines. In this second phase all pipelines that were using Data Prep were converted to Google Cloud Functions. Additionally, during this process, CDW initiated the use of CloudRun for select pipelines due to some run time limitations in Cloud Functions.

CDW continues to add new sources as needed as well as provide monitoring and maintenance for the existing processes, making fine adjustments as needed and ensuring top performance thereby lowering costs.

The Benefits

HealthChannels is running at top efficiency, allowing them to do what they do best, help healthcare providers. With their GCP infrastructure optimized, performance has been vastly improved, freeing the IT staff to focus on innovation. Finally, by improving efficiency and making certain it stays improved, CDW has helped HealthChannels save almost over 33% every month while simultaneously allowing them to add more capability while still spending less than they had originally budgeted.