

Growth Without Constraints: Reducing Risk & Improving Scalability with the Edifecs EDI Gateway

How a large health plan achieved their mission to improve security and eliminate technical debt by migrating their Edifecs Smart Trading solution to our hybrid SaaS environment.

Background

In today's healthcare landscape, securely managing high volumes of data is a business imperative for health plans. Our customer, a private not-for-profit health insurer in the Northwest region serving nearly 3 million members nationwide, turned to Edifecs to help them more efficiently and securely manage their electronic data interchange (EDI) transactions.

The Challenge

Our customer is a longtime user of **Smart Trading**, Edifecs' industry-leading EDI solution. Since adopting the solution in 2014, the customer's experience with Smart Trading has been overwhelmingly positive, and the solution has played an integral role in the organization's operations. However, the plan's needs were changing.

A key executive priority for the plan was to adopt a cloud-first approach. This would enable our customer to:

- Free up internal IT resources and reduce technical debt
- Increase functionality and flexibility in managing their EDI transactions
- Improve the stability of their infrastructure to support growing data volumes
- Mitigate the data security risks of on-premise hosting

Selecting a Partner

Having recognized the growing demand for cloud-based applications, Edifecs has proactively developed SaaS solutions to meet the changing needs of the market. As a result, we were

prepared with the right solution for our customer's needs: the Edifecs EDI Gateway.

The EDI Gateway supports the same EDI/front-end functions as Smart Trading while also enabling users to take advantage of the enhanced efficiency and scalability of a SaaS solution. In light of Smart Trading's importance to the plan's operations and their positive experience with the solution, migrating to the EDI Gateway was the most logical choice.

Before committing to a migration, leaders from the plan's Engineering, Vendor Management, Cybersecurity, and Systems Architecture teams worked together to ensure the Edifecs SaaS environment had the right level of security, active monitoring, and support. The plan also wanted to ensure that migrating to Edifecs' SaaS environment offered greater ROI than managing the solution on-premises or using a private cloud.

The plan considered hosting the EDI Gateway in their own cloud. However, given the solution's importance to their EDI operations, leadership ultimately agreed that Edifecs would provide the established, stable SaaS environment and experience they were looking for.

Convinced that Edifecs' SaaS environment was the right fit for their needs, the migration was then presented to stakeholders on the Product and Platform teams and the plan's CIO, who unanimously agreed to move forward with the migration.

“We can continue to run the business the way we used to when we had full control of an on-premise solution, and knowing that we are well-positioned to address future challenges brings us comfort.”

Implementing for Success

The migration to the EDI Gateway's hybrid SaaS environment, which included significant amounts of historical data, was completed on schedule. Edifecs was able to accommodate an accelerated testing schedule that kept the migration on track.

The plan's familiarity with Smart Trading, coupled with "active engagement [and] our 10-plus-year experience with Edifecs" were key factors in the migration's success. "Both teams worked together very effectively to make the migration happen," said the customer.

Another key contributor to the successful migration was the SaaS environment itself. Typically, moving to a SaaS environment means sacrificing customizability and control over the data and infrastructure in exchange for reduced IT, hardware, and maintenance costs. Edifecs' unique hybrid approach allows users to enjoy all the benefits of moving to a SaaS environment and retain the same level of control and freedom of customization they had with an on-premise solution.

Results

The plan has continued to successfully manage their own SLAs post-migration, including response times for payloads of certain sizes and turnaround times for file processing. "Being able to meet the expectations of our downstream customers was most important to us, and we are able to successfully do that."

The successful migration has also yielded a number of financial and operational benefits for our customer, including:

Reduced Technical Debt & More Efficient IT Operations

As a "critical business application," Smart Trading played a central role in the plan's EDI operations, but IT resources were still needed to manage maintenance and upgrades. Migrating to the EDI Gateway allowed the plan to shift those resources elsewhere.

Edifecs' hybrid SaaS environment also gave our customer more operational flexibility with Kubernetes autoscaling, allowing them to more easily expand or contract their capacity in response to changes in utilization or demand.

Improved Functionality & Stability

Having the most up-to-date solutions and functionality has been a major benefit for the plan.

Fewer Security Risks

Our customer was committed to proactively removing risk across their operations, including in on-premises solutions hosted in older servers that the plan viewed as a potential security risk. Moving to Edifecs' hybrid SaaS environment helped shore up their security without the need for extensive internal IT oversight and monitoring.

THE MIGRATION
was so seamless that the plan's trading partners didn't even notice that the system had moved to the cloud.

Moving Forward

With the Edifecs EDI Gateway, our customer has been able to offload the IT burden of managing an on-premises solution without sacrificing performance and results; as a result, the plan is better equipped to focus on expanding their operations. And with automatic updates and upgrades to the EDI Gateway, the plan will be able to seamlessly adapt to new changes and guidelines, including the upcoming **80X0 transition**.

“*We have experience working in other SaaS platforms, and we've seen the advantage of having the latest and greatest versions, [including] ease of use and backwards compatibility***”**

Ready to optimize your EDI operations? Our SaaS solutions and hybrid SaaS environment can help. **Get in touch** with our team to learn more!