

# Pathagility's SaaS Solution Gets Needed Security and Scalability from BlueLock's Virtual Cloud Enterprise

## Summary

Pathagility's Software-as-a-Service (SaaS) application facilitates the generation, management and reporting of critical clinical data between healthcare providers and healthcare institutions. Early on they identified the need to forge a relationship with a trusted cloud hosting partner - one that would be able to provide the scalability, security and pay-as-you-grow pricing that would be critical to their high-growth startup. Pathagility knew that their success hinged on their ability to focus on developing its SaaS platform without getting bogged down in having to build an internal IT infrastructure, or hire their own specialists to run it.

## Pathagility's needs:

- Security to ensure safety to sensitive clinical data
- A scalable and high-performance solution to allow for growing and at times unpredictable client workloads
- A VMware-based cloud solution with a provider who could be a partner, not just a vendor

## Why Pathagility chose BlueLock:

- The solution cost less than half of the other competitive options
- Enterprise class VMware-based cloud solution
- Proven security and compliance
- Customer service
- Redundancy and backup

Founded in 2007, [Pathagility](#) was created to facilitate the generation, management and reporting of clinical data between laboratories, providers and healthcare institutions.

Pathagility designed and architected its platform to be offered as a Software-as-a-Service (SaaS) solution, enabling laboratories to generate custom reports, distribute clinical data and health records, collaborate with physicians and partner groups in real time, and integrate with hospital, laboratory and specialty physician systems through a secure, Web-based platform.

As healthcare providers increased the adoption of electronic medical record (EMR) systems, Pathagility's SaaS solution was primed for the market need, as it offered all of the technology and interoperability required. However, as a start-up with limited resources, it was not in their best interest to host their own servers or take on the day-to-day headaches of managing and maintaining their own servers. The company began to look into cloud computing, as it offered them the pay-as-you-grow pricing and scalability needed with growing client workloads.

"Pathagility's SaaS model is a game-changer in the lab workflow automation and lab-to-provider integration markets, but we needed a cloud hosting partner that could provide the level of scalability, security and value that is needed to support such a robust healthcare software platform," said Mark McCuin, President, Pathagility.

## Finding the Best Solution

The Pathagility team evaluated several large hosting companies that would provide the security, compliance and flexibility for their needs. They evaluated managed hosting and cloud providers, including Rackspace, but found that most options were too costly for their budget and/or required additional expert personnel to manage their environment. After discovering [BlueLock's](#) VMware-based [Virtual Cloud Enterprise](#), the choice quickly narrowed to one partner.

"After researching various options for our environment, we confidently selected BlueLock because of three main things – flexibility, pricing and customer service," said McCuin.

"Technically, BlueLock provided the flexibility we needed in the beginning - as well as for future growth - and they were ahead with respect to VMware. Secondly, their pricing was

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better, even coming in at less than half of the monthly cost of Rackspace. Lastly, we felt like BlueLock would be a true 'partner' – not just a vendor.”

Still not convinced with research alone, Pathagility gave BlueLock a 60-day “test-run” with a test development environment to see how their application would perform. They wanted to witness full setup and implementation before they completely moved over to the new platform, and what they found was total reassurance in their research.

“With our new SaaS approach, we wanted to focus on growing and improving our platform, not managing our IT infrastructure,” said Michael Heckman, Chief Architect, Pathagility. “BlueLock not only handled everything we needed them to, but the scalability of the environment and management of that scaling were extremely easy.”

Named Americas VMware Service Provider Program Partner of the Year, BlueLock is an experienced provider of cloud computing and managed IT services, offering the people, expertise and IT infrastructure in a world-class, SAS 70 certified datacenter. [BlueLock CloudSuite](#), a comprehensive set of cloud computing solutions, offers a tailored selection of Infrastructure-as-a-Service (IaaS) environments to best configure users' computing resources. With CloudSuite's array of public and virtual private cloud computing solutions, clients have the ability to utilize cloud resources based on their specific needs to optimize deployment, management, and investment. A top VMware vCloud hosting provider, BlueLock offers solutions for the developer to the Fortune 500 executive.

### Business Value

Pathagility moved their [ReportPath](#), [DataPath](#) and [WorkPath](#) software platforms onto BlueLock's VMware-based Virtual Cloud Enterprise and not only experienced the flexibility and scalability they sought, but also experienced additional benefits.

“BlueLock's client service has been excellent and turnaround times on change requests have been very timely,” said McCuin. “Again, we feel we have a 'partner' in BlueLock. They understand the challenges of the different stages of a startup and they offer the platform and support flexibility to address those needs.”

Pathagility has also benefited from BlueLock's innovative architecture and heightened emphasis on security. “As more health data becomes electronic, security and compliance for healthcare IT becomes that much more important,” said Heckman. “However, what we realized early on is that it was in the best interests of our clients to partner with a cloud computing specialist that relentlessly focused on infrastructure

and data security. With BlueLock's SAS-70 type II certification, dedicated VLANs and countless stringent policies and procedures, we are more than confident in offering our clients a reliable, redundant infrastructure that promises security and guaranteed uptime.”

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### Future Plans

Pathagility plans to continue to grow its existing environment, especially as electronic health data continues to increase. The company is also becoming educated on BlueLock's other cloud offerings and are considering how those solutions might play a role in future efforts - even talking about using [BlueLock vCloud Express](#) for development, demo, research and development. Whatever they end up doing, Pathagility plans to continue to utilize BlueLock's expertise and support as they move forward.

“BlueLock has been with Pathagility from the beginning and their support and expertise has been priceless during the early stage in the company's life,” said McCuin. “They've always understood what we've needed and have continued to grow as our service level, scalability and functionality needs have changed.”

