

# Phynd Technologies

## Benefits Summary



Eliminated Tedious, Manual Operational tasks



Complete Monitoring and Alerting System



Improved App Availability, Durability, and Performance

## About Phynd Technologies

Phynd Technologies offers healthcare systems an enterprise provider data management (EPDM) solution of SaaS applications and professional services that securely gathers, manages, and shares high-quality provider data to improve clinical communications, revenue cycle, provider search, operational productivity, and risk management. Phynd is the first healthcare IT company to offer an EPDM solution that combines external and internal data sources to create unique composite provider profiles crucial for healthcare business processes and patient care.

### Industry

Information Management

### Location

Dallas, Texas

### Featured Services

Managed Services, 24/7 Support, Cost Optimization

## CHALLENGE

**Increased Level of Service through AWS Managed Service Provider (MSP) to Accommodate More Robust AWS Infrastructure**

**Access to Real-Time Status of Applications at All Times and Documented Processes to Mitigate and Resolve Any Potential Issues without Customer Impact**

The Phynd Platform, the core of the EPDM solution, is an integration engine that manages import of data 24/7, critical to Phynd's business. Phynd was looking for an updated baseline architecture that would balance immediate technology needs and constraints, along with the economic allocation of resources. The new architecture would need to be robust and flexible enough to accommodate as yet unidentified requirements while allowing for the potential expansion or consolidation of resources in the future.

Although Phynd was already working with an AWS managed service provider (MSP), it was not getting the level of service it needed. Specifically, it wanted to know the real-time status of its applications at all times and, if an issue arose, that there was a documented set of processes to mitigate and resolve the issue(s) without any customer impact.

## SOLUTION

Phynd chose nClouds (formerly Cloudnexus) to support its AWS environment and immediately saw the impact of the nClouds MSP framework. nClouds initially helped Phynd migrate and refactor its existing environment into a scalable, highly available, and forward-facing architecture. Then, via a phased approach, nClouds helped Phynd transform and innovate by integrating cutting-edge technologies and practices into its application design, deployment, and delivery. Some examples include replacing and augmenting existing components with SQS queues, ElastiCache, and CloudSearch; transitioning the database tier to the highly scalable and durable AWS Aurora managed relational database service; orchestrating secure software-defined networks (SDNs) between Phynd and its client base; and introducing DevOps methodologies with Elastic Beanstalk.

Using an AWS-centric best-practices approach, coupled with state-of-the-art account configuration tools—including nClouds' own vNOC management system—nClouds allowed Phynd to focus on its application and clients. nClouds was able to provide 24/7 operational support, including resolving issues at the instance or operating system level, assistance with third-party software, new-client onboarding, coordinating with Phynd personnel, ensuring routine maintenance and runbook-related tasks were properly communicated, etc.

nClouds' global team of support engineers seamlessly support Phynd's application environment, meeting the organization's operational needs and delivering a superior experience in AWS.



## RESULTS

Phynd has benefited from a strong partnership with AWS and nClouds. Due to its long-standing relationship with AWS as a Premier Tier Services Partner and Managed Services Partner, nClouds was able to take full advantage of the tools AWS had to offer. nClouds knew how to properly architect the environment end to end and eliminate tedious, manual, operational tasks with its vNOC platform.

Furthermore, nClouds implemented a complete monitoring and alerting solution, along with custom, predefined remediation procedures to ensure Phynd was able to mitigate any service outages. Additionally, nClouds helped Phynd reduce costs through instance optimization, instance reservation, and refactoring application

components into cloud-native “as-a-service” counterparts that would ultimately improve application availability, durability, and performance.

Phynd Technologies has been very happy with the nClouds team's professional service, responsiveness, and deep and current knowledge of AWS. nClouds was originally introduced to Phynd by Phynd's AWS account manager. After a careful review and analysis of top-tier MSPs, the Phynd systems architect chose nClouds based on the diversity and breadth of AWS experience. The partnership with nClouds has been a great experience, and Phynd would definitely recommend nClouds to a friend or colleague.