



DELAWARE VALLEY ACO
an accountable care organization

Hitachi Solutions managed services provides dedicated infrastructure performance and security monitoring

SPECIFICATIONS

Industry

- Healthcare

Managed Services

- Infrastructure & Cloud Monitoring Services
- Managed Microsoft Security Services
- Microsoft CSP

Products

- Azure SQL
- Azure Data Lakes
- Databricks
- SQL Server Managed Instances
- Power BI
- Customer Portal

Services Started

- 2019

Number of Users Supported

- 300+

Deployed

- United States

Language

- English

After the modernization of DVACO's infrastructure and transition into the Azure cloud, this accountable care organization utilized Hitachi Solutions Managed Services to ensure the new environment remained secure and reliable.

INTRODUCTION

The Delaware Valley Accountable Care Organization (DVACO) is a limited liability company owned by Main Line Health and Jefferson Health, serving the Greater Philadelphia region. DVACO's purpose is to enhance the quality of health care and reduce the growth rate of health care costs by acting as a convener, accelerator, and provider of the foundation needed to assist its participating members in transitioning from "fee for service" to "value based care." Currently, DVACO is the region's largest Medicare ACO with more than 2,000 physicians and approximately 240,000 beneficiaries within Medicare MSSP, commercial, and Medicare Advantage value based care contracts.

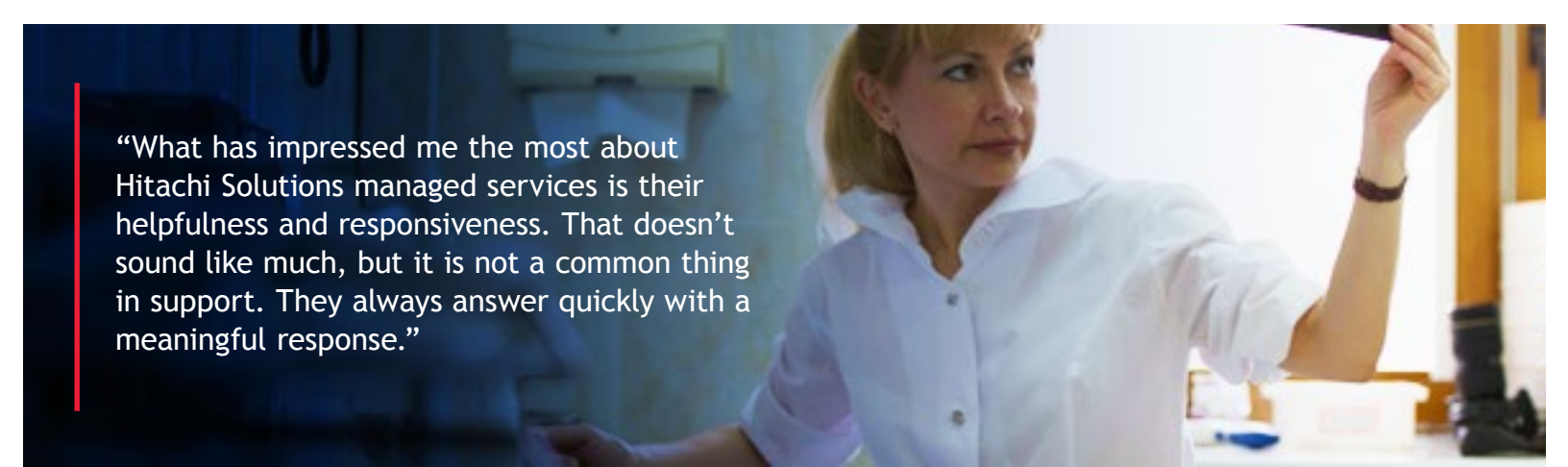
CHALLENGE

DVACO manages value based care arrangements in a challenging fee-for-service driven market with significant competition. As a small joint venture with limited personnel and funds, DVACO strives to avoid duplicating the existing IT assets of its parent companies and is very thoughtful when it comes to making additional investments in people, processes, and technology. There is no "one solution fits all" when applying population health tactics across a very complicated landscape of hospital and physician practice electronic medical record systems.

One key area of focus from the onset was developing and applying data driven analytics across DVACO's ecosystem of provider participants. In 2019, DVACO was leveraging the existing legacy infrastructure of both parent companies, which made it difficult for data processing, data modeling, and report dissemination.

While the use of the separate organizations' legacy data assets initially allowed DVACO to get off the ground quickly, it also created significant complications and problems a few years later as the data assets and analytics requirements grew. For example:

- DVACO analysts had to leverage a separate VPN and virtual machines to access the SQL Server data marts creating enormous inefficiencies and work disruptions for the analytics team.



“What has impressed me the most about Hitachi Solutions managed services is their helpfulness and responsiveness. That doesn’t sound like much, but it is not a common thing in support. They always answer quickly with a meaningful response.”

- Also, raw claims were stored on an old legacy Sybase server where there were constant disk space and performance concerns, making ad-hoc analysis virtually impossible.

Given these issues, DVACO developed a new analytics strategy and received budget approval to modernize its data assets.

DVACO turned to Hitachi Solutions to modernize the infrastructure and “lift and shift” their on-prem SQL databases to the cloud. With Microsoft Azure, Data Lake, Data Factory, Databricks, and SQL Server Managed Instances as the new foundation for data systems, Hitachi Solutions made DVACO more efficient and allowed them to process data faster and streamline disparate and manual processes.

“Going from being dependent upon our parent companies to managing everything ourselves in-house has made us more productive and efficient,” said Jon Ferretti, Database & Cloud Administrator at DVACO. “We’re now able to process and turn things around much quicker. And, we’re able to do more with the data than we could before, providing better insights for our customers.”

SUPPORT HELP NEEDED

However, while the new infrastructure transformed the business, once they were up and running DVACO felt they did not have the resources or expertise in house to properly manage the system nor maintain a level of personnel redundancy.

Said Jon, “I am the sole administrator for all our databases and our entire infrastructure within Azure. We have terabytes and terabytes of sensitive medical information to access and store, strict HIPAA and HITRUST regulations to adhere to, and the entire Azure environment to maintain. Most days, it’s more than one person can handle.”

To ensure security and compliance, DVACO needed proactive infrastructure security and performance monitoring and support. Once again, they turned to Hitachi Solutions — this time for managed services.

MANAGED SERVICES SOLUTION

Because of the trust that had been established during the data modernization project development, implementation, and training, DVACO wanted Hitachi Solutions to continue to support the company in the future.

According to Jon, “It was a natural progression. Hitachi Solutions designed and built the new environment with us from the ground up and was very committed to ensuring it was successful. So, having them as an extension of the support team made a lot of sense.”

Hitachi Solutions’ infrastructure and cloud monitoring managed services offering was ideal for DVACO’s needs. It provides proactive centralized monitoring and management of servers, applications, and services, as well as for security data and components. The program includes:

- 24/7 workload & security monitoring
- Automated alerts & quick response
- Dedicated account manager and access to a whole team of networking & cloud experts
- Flexible bank of support hours that can be used on Tier 3 technical support, managed backups and patching, and other services
- Simple, easy to use dashboards



With the service, DVACO has peace of mind knowing their sensitive data is protected and has knowledgeable experts available to help solve technical issues that arise — planned and unplanned.

“Hitachi Solutions makes my job easier,” said Jon. “Whenever I get a notification regarding security or other infrastructure concerns, someone from Hitachi Solutions proactively reaches out. They advocate for us with Microsoft and help expedite Microsoft support tickets where appropriate. If I have a question, they always respond quickly with a meaningful response. And, if there’s a new release or update, they will handle it if I request assistance.”

BENEFITS

Today, Hitachi Solutions does the heavy lifting of day-to-day network security and monitoring for DVACO. This ensures company systems and data integrity are maintained while allowing the DVACO team to continue to provide valuable insights to their network.

Other benefits of having dedicated and responsive security and network managed services team include:

- Increased security with fewer risks
- Enhanced system performance and reliability
- Reduced downtime and disruptions
- Improved regulatory compliance

“We definitely wouldn’t be able to manage this properly without the Hitachi Solutions managed services team helping out on the system admin, networking, and monitoring side. They give me the confidence that I can be successful in managing our entire infrastructure,” concluded Jon.