



CASE STUDY



A PRODUCTIVE WORKFORCE MEANS HAVING THE RIGHT TECHNOLOGY IN PLACE

CDW customer, **HealthChannels**, reached out for help with optimizing their Cloud and Data processes and lower their costs to maintain their data pipelines. With the help of CDW, our customer was able to help providers' save time and money, and redirect their focus to provide enhanced care for their patients.



Challenge

HealthChannels operates 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. Their core mission is to support healthcare provider with optimized solutions to help them focus on their patients. Without an optimized solution, this process can slow innovation, drive up labor costs, increase risk increase costs. 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.



Solution

After connecting with CDW to start the discovery process, the team's first two tasks were to identify the cause of 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 and their performance issue was associated with DataFlow pipelines that were automatically generated to support DataPrep. 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 asked CDW to help improve the efficiency of other data pipelines. In this second phase, all pipelines that were using Data Prep were converted to Google Cloud Functions. During this process, CDW initiated the use of CloudRun for select pipelines due to some run time limitations in Cloud Functions. Simple and declarative model for complex deployments, enabling Cloud Initiatives to scale to support any number of students.



Outcome

CDW continues to add new sources as needed to provide monitoring and maintenance for the existing processes, make fine adjustments as needed and ensure top performance thereby lowering costs. HealthChannels is running at top efficiency, allowing them to do what they do best: help healthcare professionals provide the best care for their patients. With their GCP infrastructure optimized, performance has been vastly improved, freeing the IT staff to focus on innovation. By improving efficiency and monitoring the changes, 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.