Partnering With Cloudticity:

Revel Health Case Study

The Client

[Revel Health](#) is a next-gen healthcare technology company that helps healthcare organizations move people to better health and improve member experience. From closing gaps in care to boosting Medicare Star Ratings, Revel's powerful approach using data science and behavioral research helps healthcare organizations create personalized connections that drive better experiences and improved health outcomes.

The Challenge

Revel was working with a private cloud provider that was managing their infrastructure, but manual processes made innovation slow and inefficient. When Revel needed to spin up a new VM or vertically scale, they'd submit a ticket via email, then wait a few days for the provider to complete the request.

Another problem was elasticity. They'd have to provision significant infrastructure to handle their peak load times, but oftentimes were only using a small amount. This was not cost-effective. As a result, Revel decided to switch to a public cloud provider so they could self-service and scale on demand.

Upon creating their first cloud-native dev environment, which they chose to build in AWS, they needed to find a Managed Service Provider (MSP) that could manage their infrastructure, security, and most importantly, HITRUST compliance.

Cloudticity helped Revel Health maintain HITRUST compliance as they grew their platform in AWS. Now they can better serve their customers, leveraging scalable infrastructure that allows them continuously meet demand as their customer base grows.

The Solution

Revel did an extensive evaluation of the main players in the space before deciding on Cloudticity. The main distinction for Revel was Cloudticity's alignment with HITRUST, which exceeded what anyone else offered.

Cloudticity Oxygen™ provides over 200 inheritable and partially inheritable HITRUST controls. For companies like Revel that maintain a HITRUST certification as a key business differentiator, inheriting these controls can shorten their recertification timeline and make reassessments easier each year.

In addition, the Oxygen dashboard shows a breakdown of what services are compliant and maps policies to HITRUST controls in real-time. For Revel, having this granular visibility gives them confidence their data is protected, removing any uncertainties. Oxygen also provides alerting and auto-remediation. So if a resource goes out of compliance the problem is discovered and remediated immediately.

Revel also feels that Cloudticity offers the highest caliber of AWS expertise on the market. Cloudticity leaders know the AWS ecosystem, know what's coming down the pike, and can advise on what technologies Revel could benefit from, and how they're best leveraged.

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The Benefits

Now that Revel's platform lives securely in AWS, they can better serve their customers.

Before, when they had fixed capacity, there were times when clients would come to them in need and they would have to be careful about how they scheduled program launches so as not to exceed capacity. Now, Revel can meet client needs on-demand, running as many concurrent programs as demand requires.

Another benefit is reliability. On a recent weekend, a node on Revel's Mongo DB cluster went down. In the old days, this would've meant crisis. Today, thanks to Cloudticity's automation, a new node quickly spun itself up and their platform did not suffer.

Speed is another advantage. Revel uses CloudFormation templates to spin up environments for testing, and then quickly spin them down when testing is done. Automating the provisioning and retiring of infrastructure saves Revel both direct expense and hours that they would otherwise have to spend doing this manually.

Through automation and the partnership with Cloudticity, Revel has also alleviated the need to hire an infrastructure team, and can instead invest this money toward growing their SaaS product platform.

Looking toward the future, Revel is focused on their data science initiatives, which empower healthcare organizations to keep their clients healthy through calls-to-action. With Cloudticity doing the heavy-lifting on the infrastructure side, Revel is confident that they will continue to reshape healthcare, driving people to take action in order to protect their health through personalization and data-driven insights.

About Cloudticity

Cloudticity, based in Seattle, WA, helps healthcare organizations design, build, migrate, manage, and optimize HIPAA-compliant solutions on Amazon Web Services (AWS). Founded in 2011, Cloudticity has helped providers, payers, and companies that sell to the healthcare industry remain secure, compliant, and highly available to patients and customers that rely on them. For more information, visit Cloudticity.com.

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