



Healthcare Revenue Cycle Management Organization - A Move to AWS Workspaces



Executive Summary

- 10+ year veteran in end-to-end revenue cycle management
- Help their clients improve cash flow, grow revenue and gain insights
- AWS Workspaces to replace aging Virtual Desktop Infrastructure (VDI) and enable rapid on-boarding of employees

The Client

MediRevv is a healthcare revenue cycle management and coding business that helps healthcare organizations across the U.S. improve cash flow and grow revenue. Offering end-to-end revenue cycle management, patient pay, insurance accounts receivables follow-up and medical coding services to create a constant balance among partners, people and performance.

MediRevv has experienced rapid growth and expects to continue that growth into the future. Like many organizations experiencing rapid growth, their existing in-house VDI technology stack could not keep pace with their trajectory and a radical change was necessary.

The Challenges

Chris Klitgaard, the CEO of MediRevv met with Involta for an initial engagement that included contract CIO services and developing a new technology strategy that could support their growth, security, compliance, and resilience needs. The strategy resulted in the creation of numerous parallel “work streams,” all addressing various business and technology needs. Although Involta’s work with MediRevv included far more than just VDI, Involta will focus on VDI for the purposes of this case study.

MediRevv’s existing VDI platform served them well as they were growing their business. However, it became clear that it had begun to outlive its purpose, and MediRevv had to make a decision whether to make a large capital investment to bring in massive amounts of new hardware or look to a different solution. After various POC activities with both traditional hosted VDI and public cloud-based services, the decision was made to move forward with public cloud.



This was a drastic change for MediRevv, whose IT organization had always developed, managed, and supported assets in-house. It was also a new way of working for the business lines. To ensure success, Involta focused heavily on the People Side of Change. Involta's seasoned change and training architects built readiness and communication plans and training guides to educate new and existing staff. The architects were a constant voice of calm and organization during those sometimes-chaotic changes that businesses must endure. Involta cloud and security architects followed its standard service design process to build a solution that would meet the needs of the technology, security and business organizations.

The Outcome

The chosen design took a multi-region approach to ensure low-latency connectivity, with direct connections back to an Involta Data Center where MediRevv had chosen to migrate the majority of their production platforms. This enabled fast and secure access to the systems employees used the most and provided a stable and performant user experience. MediRevv was able to instantiate 10s or even 100s of virtual desktops to support its rapid growth, without having to worry about scaling beyond their hardware, network or power capacity. Also, they were able to rely on a nearly limitless supply from Amazon, which allowed them to focus efforts on innovative solutions to better serve their clients. In addition, MediRevv benefited from residing in Amazon's world-class data centers that met all security and compliance regulations applicable to MediRevv and their clients.

MediRevv is continuing their rapid expansion in the revenue cycle management industry, and the services Involta provided has helped the IT organization support those lofty business goals through a solid partnership of transparency, collaboration and respect.

How Can Involta Help You?

Involta is an award winning national IT service provider and consulting firm. Involta helps organizations plan, manage and execute hybrid IT strategies using a broad range of services including colocation, cloud computing, managed IT, cybersecurity, fiber and network connectivity. Involta has industry-specific services for healthcare, manufacturing, finance, and technology that enable compliance and IT transformation initiatives.

Involta maintains partnerships with top tier technology vendors and major public cloud providers such as Cisco, Veeam and Pure Storage and employs a large number of highly certified technical engineers dedicated to building reliable and secure solutions. Through innovative consulting engagements, Involta is able to utilize its unique resources and partnerships to deliver advanced hybrid IT solutions that meet the ever-changing needs of organizations while maintaining the Involta brand promise of Superior Infrastructure, Operational Excellence, and People Who Deliver.