

ServePath Presents Customized Hosting Solution to Nation's Largest HMO, Kaiser Permanente



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Richard Morgan,
Applications Development Consultant
and Livelink System Administrator,
Kaiser Permanente



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Business Challenge

When Kaiser Permanente needed to deploy an important application containing specifications for the processes involved in the construction of new Kaiser Permanente facilities, they realized that they needed to look outside of their organization for a hosting solution. Being a nonprofit organization the hosting solution needed to be affordable and cost effective, but at the same time not restrict future expansion plans. It was imperative that they had the ability to manage the application themselves and that it would be accessible to internal as well external employees, vendors and clients 24/7.

As the largest Health Maintenance Organization (HMO) in the United States, Kaiser Permanente had the in-house resources to host the application themselves. However, the execution time for rollout and potential future scalability requirements were too aggressive for the project to be handled internally.

The ServePath Solution

ServePath was able to present Kaiser Permanente with a customized hosting solution that addressed and met all their requirements not only in terms of accessibility and cost, but also within the very short time frame that was available. “ServePath allowed us to install, configure, and deploy our application in a fraction of the time it would have taken us internally, literally days instead of months,” explains Richard Morgan, Kaiser Permanente’s Applications Development Consultant and Livelink System Administrator. “ServePath gave us the flexibility and support we needed and provided us with excellent guidance to address our growing needs.”

Results

For Kaiser Permanente, this was their first experience with an outside hosting vendor. Morgan highlights ServePath’s customized yet cost effective solutions, quick deployment and exceptional technical support as the reasons their first venture outside the organization has been an undeniable success. “We couldn’t be happier,” says Morgan. “Every service that we’ve needed has been available and the 24 hour support is exceptional.”

About Kaiser Permanente

Kaiser Permanente is the nation’s largest HMO and America’s leading integrated health care organization, with over 8 million members. The Oakland, California based nonprofit health plan was founded in 1945 and provides health care to members in nine states and Washington, D.C. Today Kaiser Permanente includes Kaiser Foundation Health Plan, Inc., Kaiser Foundation Hospitals, and the Permanente Medical Groups. Kaiser Permanente is also affiliated with Group Health Cooperative, based in Seattle, Washington.

About ServePath

ServePath is a leading dedicated server provider and hosting specialist, providing custom solutions and managed services for businesses that need a powerful Internet hosting platform. Thousands of companies worldwide look to ServePath for its reliability, customization, and speed. ServePath also provides colocation services through its ColoServe division. The employee-owned company has been in business for six years, with offices and its own data center in San Francisco, one of the world’s top Internet centers.