



## Customer Case Study – Medical Software

# HiMed improves patient care with record keeping in the cloud.

Doctors and healthcare workers across Colombia can make better decisions with quick, reliable access to patient records, securely and in accordance with compliance mandates.

## Our customer

HiMed Solutions SAS provides an easy-to-use, secure and agile online medical records system that reduces administrative work for doctors and administrators, allowing them to dedicate more time to caring for their patients.

## The obstacles they faced

As more and more healthcare providers saw the value in online clinical information management, HiMed saw 50% year-over-year growth. To stay performant, HiMed knew it would need to migrate its on-premises data infrastructure to the cloud.

## How we helped

Managed Private Cloud – VMware™ Private Cloud; Rackspace Professional Services – Migration Services; Rackspace Managed Security Services – Armor Anywhere from Rackspace; Data Management and Backup Services – Apache, MySQL, WebRTC.

## What we achieved together

Over the course of 30 hours, Rackspace Technology moved HiMed to a more performant, secure and agile cloud infrastructure that serves the needs of healthcare providers while preparing HiMed for future growth.





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**Jorge Iván Ramirez**  
Technology Advisor, HiMed  
Solutions SAS

## Reducing the burden for medical professionals

HiMed Solutions SAS was born out of the desire to improve the daily work experience of all doctors, thereby improving patient care throughout the country.

“Fifteen years ago, the market for clinical record applications in Colombia was very focused on large clinics and hospitals. They were very expensive for smaller doctors offices and not very functional,” said Jorge Iván Ramirez, Founding Partner and Technology Advisor at HiMed. “Our main objective was to develop an easy, agile and affordable application for all doctors.”

“The idea of developing a medical record software came from our partner Mauricio Lema Medina, an oncologist who had evaluated several solutions on the market,” said Ramirez. “But the solutions he’d evaluated weren’t user friendly and were very slow. That’s when we decided to create this clinical information software ourselves.”

## Fast growth leads to big challenges

The first version of its software, HiMed Solutions, went live in 2012 as an on-premises solution and quickly gained traction in the marketplace.

“Since 2012, we’ve been growing more than 50% annually, even leading to a partnership with Sura, the largest health insurance company in Colombia,” said Ramirez.

While its on-premises data center served its needs early on, HiMed knew that it couldn’t maintain the status quo. An increasingly diverse customer base meant it needed the ability to tailor its software solution to the needs of each healthcare provider.

“Within the first two years of operation, our company was quickly becoming a leader in the medical records market,” said Ramirez. “Our fast-growing infrastructure led us to rethink the efficiency of managing it all in-house.”

HiMed wanted its engineers to be fully dedicated to improving its software offerings, instead of worrying about uptime and security. While migrating to Private Cloud on VMware. They knew they would need a trusted and experienced partner to take care of the back-end work.

## Security and uptime became priorities

“One of the greatest challenges we were having was keeping our software online, at optimal service levels, and maintaining resilience to technological failures,” Ramirez

said. “Our clients must have a fast response rate to get the value they expect,” he added.

HiMed relied on recommendations and expertise from Rackspace Technology when it came to addressing its needs related to data protection, compliance mandates, access controls, application management and security best practices.

Rackspace Technology recommended that HiMed leverage its firewall, hypervisor, user administration and Armor security and monitoring services to help address its current concerns and place HiMed on the cutting edge of cloud-based medical records management.

“It’s not easy to take risks, however the pace of technological transformation and innovation in healthcare forces us to do so,” said Ramirez. “I would advise other organizations to take the risk, but to do so they must get not only providers but business partners who want to take the risk with you.”

## Rackspace Technology takes the lead

HiMed knew that migrating to the cloud was going to be a challenge, but with all the benefits that come with that transformation, it knew it was worth it.

“During the migration, we had lots of challenges, one of the most important was to have two platforms (Cloud Services and Dedicated Services) in parallel, and the preparation of eight servers with their respective configuration, parameterization and backup,” said Ramirez. “The coordination between our engineers and those from Rackspace Technology was what made this migration successful.”

One of the main objectives of this migration was to implement a platform that allowed

HiMed to continue to serve its customers in the manner they were used to, while preparing for any potential future growth dictated by industry trends.

“While the migration was our greatest challenge, we made this choice in order to be competitive and more accessible for our clients,” said Ramirez. “Rackspace Technology provided us with a secure, robust, fast and easy-to-implement infrastructure architecture that maintains industry-required compliance.”

## A bright future

HiMed’s new platform increased uptime and has led to faster response times and fewer calls to a support desk, while Armor cybersecurity and compliance solutions help HiMed leadership rest a little easier.

“Armor allows us to have information on the behavior of our infrastructure in the most critical and secure way and alerts us of any possible vulnerabilities,” said Ramirez.

Improved monitoring also allows HiMed to evaluate resource consumption, gain access and vulnerability analytics, and maintain awareness of infrastructure cost control, all of which help the organization make better decisions in real-time.

And with the break-neck pace that the medical industry moves in, being able to quickly update its software to the latest programming technologies and health regulations means HiMed can keep pace with changing demands seamlessly.

“Rackspace Technology has been a great business ally for our company. They not only provided us with a comprehensive solution for our needs, but also made us feel like they had our best interests at heart,” said Ramirez. “Calling the support lines really feels like talking with your best friend,

someone who not only understands you, but also wants to help you.”

*“The always-on support has been a decisive differentiator for our clients, and the change of platform has improved the performance of the software.”*

Jorge Iván Ramirez – Technology Advisor, HiMed Solutions SAS

## About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world’s leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes, and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers’ success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what’s next.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call **1-800-961-2888**.

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