



CenturyLink Solutions Featuring:

CenturyLink Dedicated Hosting

Case Study: Scribe Healthcare Technologies, Inc.

Customer:

Scribe Healthcare Technologies, Inc.
www.scribe.com

Business Challenge:

Scribe Healthcare Technologies, Inc. (Scribe Healthcare) serves hospitals and healthcare providers nationwide, providing its proprietary Web platform to enhance patient registration processes, electronic medical records (EMRs) solutions, and practice and hospital management (PM and HM) solutions. Faced with rapid growth and the need to provide security and reliability to its customers, Scribe Healthcare looked for a hosting solution with the scalability and disaster recovery capabilities the company requires.

Solution:

Scribe Healthcare chose CenturyLink Dedicated Hosting to give the company a reliable, disaster-resilient environment for the company's critical applications. Qwest also provides Scribe Healthcare with long-distance and toll-free communications services and Control Center, the Web-based configuration management tool.

Benefits and Results:

- CenturyLink Dedicated Hosting, in addition to other Qwest services, including long-distance and toll-free communications, provides the reliable, disaster-resilient environment required by Scribe Healthcare and its customers
- The combination of Qwest services at Scribe Healthcare is saving approximately 30 percent over similar services from previous providers
- Scribe Healthcare predicts it will achieve as much as 20 percent savings on labor with Qwest teams performing needed system changes in its data centers
- Scribe Healthcare is saving on capital equipment by using Qwest solutions instead of more expensive routers since Qwest helped the company simplify its connectivity

Scribe Healthcare Technologies, Inc.

Scribe Healthcare is a privately-held healthcare technology company based in the Chicago area. The company provides online technology solutions for clinical information production and workflow management and analysis. Physicians, clinicians, administrative personnel and transcriptionists nationwide are among Scribe Healthcare's approximately 15,000 users, and the company's customer base is growing rapidly.



FACING THE CHALLENGES

Scribe Healthcare's business requires the same levels of redundancy, quality and security as a bank, according to Mark Boyce, President and CEO of Scribe.

"We provide services to hospitals and healthcare providers across the country, so our system must be up, and we have to be in a secure environment with a first-class provider," said Boyce.

The company's existing hosting provider had run out of space, and Scribe Healthcare was taking on a significant number of new customers and needed to expand its data center.

"Without expansion capacity, we were in a crisis situation. While we needed to expand primarily in our existing co-location center, we also needed to have a disaster recovery site, so we began to look for a new provider," explained Boyce.

There were three primary criteria for the new provider, according to Boyce. One was cost, because Scribe Healthcare wanted to grow and to be able to expand from one to two data centers. The second criterion was location, because Scribe Healthcare wanted its own teams to be able visit the data centers as needed. Third, Scribe Healthcare was looking for an extremely competent provider with a good reputation for taking quality care of its customers.

"We narrowed the search to about three alternatives. While there were many smaller regional players, we were looking for a national

“Qwest customer service has been awesome, and Qwest Dedicated Hosting is delivering the reliability, scalability and quality we require at Scribe Healthcare.”

—Mark Boyce, President and CEO

and international player with a lot of different locations. Qwest came back with a very competitive bundle of services for the hosting and the Internet connectivity. Qwest has the locations that meet our needs and their competency and reputation are high,” said Boyce.

PROVIDING A SUCCESSFUL SOLUTION

Scribe Healthcare chose CenturyLink Dedicated Hosting for its data centers. In addition, Scribe Healthcare selected CenturyLink long-distance and toll-free communications services and the CenturyLink Control CenterWeb-based configuration management tool. The implementation was great overall, according to Boyce.

“Even though there were a couple of hiccups, the Qwest team was there to help 24/7,” said Boyce. “Whatever the problem, the Qwest team would escalate it and bring in all the right people. Qwest was passionate about getting any issue solved for us—that was a huge help, and it continued to build our trust.”

Currently, Scribe Healthcare is up and running in CenturyLink’s Chicago CyberCenter®.

“We have two racks of about 40 different servers at the Chicago center,” said Boyce. “And our Qwest service is two-fold, with hosting and connectivity. We have a redundant Internet connection that’s currently 10-megabit, and we have five telecom PRI (primary rate interface) lines that come into our cages as well, because we do a lot of phone work. We are switching soon to a 100-megabit connection, and we are in the process of building out our second data center in Denver so that we have a complete disaster recovery solution,” he explained.

“Qwest worked closely with us to plan the most effective and cost-efficient way to connect our Chicago and Denver centers,” Boyce said. We’re getting the high bandwidth in place to support and move large files. We manage a lot of audio for dictation and millions of

files. Currently, we have over three or four terabytes of storage, and Qwest is helping us make sure that we can properly mirror this data between our locations.”

DELIVERING RESULTS

“From a financial standpoint, we’ve probably saved 30 percent on the package of services that we are getting from Qwest over our previous providers. And that’s not including all the savings that we’ll get from the telecom piece of the equation, which allows us to afford a second data center,” said Boyce.

“We’ll also save as much as 20 percent in terms of labor. Because we can trust in Qwest’s people and their service and work, we don’t need to have anyone on call, and we’ll save the costs of sending people into Chicago to make changes to our systems,” said Boyce.

Boyce also reported savings on capital equipment. “Qwest helped us simplify our connectivity, and we eliminated some of the more expensive routers and use the Qwest solution instead,” he added.

RELIABILITY

“Qwest reliability is key for us. We had many problems with reliability with previous vendors, and that was simply unacceptable. Hospitals and healthcare providers across the country rely on our service, and we know we can trust Qwest,” said Boyce.

SCALABILITY

“Qwest is constantly working with us to make sure that as our business grows or our needs change, they stay in the loop. They became one of our partners to help us plan that,” said Boyce.

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*These results are unique to this entity and should not be considered an indication of the amount of savings or improvements, if any, that may be realized by any other entity subscribing to comparable services.

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QUALITY AND TRUST

"Qwest has really demonstrated the quality of its services, and that has built our trust. This is a huge benefit for us, because it means we don't have to send our people into the data center all the time. We know we can rely on Qwest to help us," said Boyce.

CONTROL CENTER ENABLES ADVANCE PLANNING

"The Qwest self-service tools, including Qwest Control, are very good, and they enable us to monitor and to plan in advance which we couldn't do in the past," said Boyce.



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