



## Prodigo Solutions realizes substantial business process improvements through cloud migration with Expedient



### ► MARKET OPPORTUNITY

Spun out of the University of Pittsburgh's Medical Center (UPMC) in July 2014 to enable healthcare providers to optimize spend and supply chain processes via contract automation, Prodigio Solutions, Inc. now counts some of the nation's leading hospitals as its customers. The software provider develops solutions that address several acute challenges in healthcare procurement such as contract management, contract compliance, request & purchase order management, and automation of digital supply chain transactions. The utility of Prodigio's solutions is especially attractive to the largest-scale integrated delivery network (IDNs) in the country, as Prodigio counts more than 20% of these massive healthcare systems as customers.

**“WITH EXPEDIENT, WE GET A SERVICE DELIVERY PARTNER WITH A TON OF VMWARE EXPERIENCE, WHO PROVIDES US WITH A TURNKEY SOLUTION AT A PREDICTABLE MONTHLY COST.”**

**TONY BOLLINGER**  
**OPERATIONS MANAGER**  
**PRODIGIO SOLUTIONS**

### SERVICES

#### INFRASTRUCTURE SERVICES

Cloud  
Colocation

#### MANAGED SERVICES

Server Management and Monitoring  
Disaster Recovery as a Service  
Distributed Denial of Service Mitigation (DDoS)  
Dedicated Firewall  
Unified Threat Management  
Virtual Private Network (VPN)  
Vulnerability Scanning



## ► THE SCENARIO

The nucleus of what would become the ProdigioMarketplace product was created through an internal initiative of UPMC's supply chain department in 2008, which was tasked with addressing costly gaps in the health system's procurement process. By enforcing contract compliance at the point-of-requisition, the virtual e-commerce solution ensured that the right items were being purchased from the right vendors at the right price -- enabling UPMC to realize sustained cost savings throughout its supply chain beginning when the product launched in 2010.

Over the last five years, Prodigio has expanded its focus and expertise to address the supply chain challenges many large healthcare providers face. More than 20 major IDNs now rely on Prodigio's solutions suite to automate and optimize procurement operations in order to ensure contract compliance and reduce costs at scale.

To support the data and IT demands of its customers while also facilitating further revenue growth via new customer acquisition, Prodigio knew it needed an infrastructure partner with turnkey service capabilities and top-tier technical expertise.



## ► THE CHALLENGE

As a startup, Prodigio's lean in-house technical operations group was challenged by keeping up with the escalating demands of the business and its growing number of large customers. The organization's infrastructure was hosted in a Minnesota data center, and the team faced consistent challenges with equipment refreshes and billing unpredictability due to the number of vendors involved on the hosting provider's side. Prodigio's biggest challenge, however, was its time to onboard new clients; the existing infrastructure provider's legacy data center environment hindered Prodigio's onboarding process, as it often required months of work to launch each new customer deployment.

"Any time a new customer came on, we were always under the gun," said Tony Bollinger, Operations Manager at Prodigio. "It would take us 6 to 8 weeks to spin up each customer. We were barely able to keep up with customer deployments, not to mention the proactive maintenance and updates required to ensure every other customer is up and running."

Bollinger and his team knew something needed to change. In early 2016, Prodigio began exploring alternatives that would enable the operations team to onboard new clients more quickly, streamline customer computing environments, and standardize costs related to hardware and software upkeep.



## ► THE SOLUTION

Once Prodigio made the decision to virtualize its data center using VMware, Bollinger knew he wanted a cloud services provider with demonstrated experience supported by proven processes and procedures. Prodigio began its evaluation with several hyperscale cloud providers, but ultimately didn't like the one-size-fits-all nature of hyperscale offerings.

**A TYPICAL PRODIGO DEPLOYMENT WILL NOW HAVE A NEW CUSTOMER ONLINE IN FIVE TO TEN DAYS, A STARK CONTRAST TO THE TWO-MONTH ONBOARDING TIME IT EXPERIENCED WITH ITS PREVIOUS PROVIDER.**

“We looked at Azure and AWS, but their lack of pricing flexibility and impersonal support models didn’t fit our business case,” Bollinger explained. “Unless you’re a global, 100,000-person company that can afford to send 30 people to monthly certification trainings, you’re not going to get the necessary value. Plus, when the CPU and workload demands of our software platform are factored in, the hyperscale pricing model was going to be way too cost-intensive for us.”

A veteran of the IT space, Bollinger knew of Expedient as a premier regional service provider, and moved to include Expedient in Prodigio’s evaluation process. He met with Expedient sales and solution architect teams to review Prodigio’s environment and assess its infrastructure needs on an application-by-application basis. Expedient’s tailored, consultative approach moved the needle in their favor.

“I liked the regional factor of Expedient and their personalized, hands-on approach,” Bollinger said. “With Expedient, we get a service delivery partner with a ton of VMware experience, who provides us with a turnkey solution at a predictable monthly cost.”

After selecting Expedient as its managed service provider, Prodigio’s focus shifted to right-sizing customer deployments. The Expedient and Prodigio teams spent considerable time evaluating every customer instance and were able to design each customer instance based on usage and need, eliminating considerable waste and serving as the foundation of a new standardized customer onboarding process.

Within four months of engaging with Expedient, the teams completed their first migration. It went off without a hitch and kicked off what would then be a year-long rolling migration of Prodigio’s entire environment to the Expedient cloud.



## ► THE RESULTS

Through its move to Expedient, Prodigio has exponentially decreased customer onboarding time. A typical Prodigio deployment will now have a new customer online in five to ten days, a stark contrast to the two-month onboarding time it experienced with its previous provider. Bollinger notes that in times of emergency, the Expedient team has fast-tracked its work to help Prodigio bring a new customer online in as few as two days.

An additional benefit Prodigio realized from its deployment with Expedient is the ability to offer rapid, redundant, and geographically diverse disaster recovery to all its customers. In addition to enabling a company-wide business continuity strategy, this new capability has also enhanced the value of the Prodigio solution suite for its customers.

“All of our customers are large, respected healthcare providers with mature IT organizations and rigorous compliance and security needs,” Bollinger said. “Being able to offer them a robust and redundant disaster recovery solution is very beneficial for the growth of our business.”



### ▶ ABOUT EXPEDIENT

Expedient is a cloud and data center infrastructure as a service (IaaS) provider with local operations in Pittsburgh, PA; Baltimore, MD; Boston, MA; Cleveland, OH; Columbus, OH; Indianapolis, IN and Memphis, TN. Ranked as one of the Top 10 managed services providers worldwide on the Channel Futures MSP 501 list, Expedient’s converged solutions enable clients to focus on strategic business innovation, while the Expedient team handles operation of the information technology needed to support it. Expedient data centers are compliant with the Health Insurance Portability and Accountability Act (HIPAA) as well as the Payment Card Industry Data Security Standard (PCI DSS). Service Organization Control (SOC) reports are published annually for all locations. Learn more at [expedient.com](http://expedient.com).



### ▶ ABOUT PRODIGIO SOLUTIONS, INC.

Prodigo Solutions is a healthcare transformation company that improves provider financial control and reduces supply chain cost made possible by supply chain technology, people and process. Prodigio Solutions’ savings technology has been developed by healthcare supply chain experts to deliver tangible results across a continuum of care. Learn more at [www.prodigosolutions.com](http://www.prodigosolutions.com).

## OUTCOMES DELIVERED



### AGILITY

Through the business process improvement Prodigio realized with Expedient, it was able to accelerate customer deployment by 400 percent.



### AVAILABILITY

With the 100% uptime and redundancy gained with Expedient, Prodigio can deliver 24/7/365 availability to all its customers.



### COST CONTROL

Before migrating to Expedient's cloud, Prodigio faced large CapEx and OpEx investments to bring on each new customer. Now with Expedient's IaaS, the company has outsourced its CapEx burden and standardized OpEx outlays with predictable, monthly service fees.



### RISK MITIGATION

With its move to Expedient's cloud, Prodigio can offer its customers a geographically diverse disaster recovery plan and deliver immediate replication to all new customers.

## DIFFERENTIATORS



### NATIONAL CAPABILITY, LOCAL SERVICE

Headquartered near an Expedient data center, Prodigio trusted Expedient's technical teams and appreciated the nearby access to its critical applications. Additionally, Prodigio knew its customers would appreciate the enhanced security gained via Expedient's geographically diverse footprint.



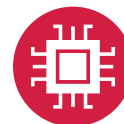
### CAPACITY

Expedient's scale and ability to launch and support new customer environments has immediately accelerated Prodigio's growth and sales pipeline.



### OPERATIONAL EXCELLENCE

Expedient's extensive cloud experience and existing customer list, as well as the proven processes and procedures it brought to the table, were all important factors in Prodigio's decision to entrust Expedient with its customers' applications.



### TECHNOLOGY

Expedient helped Prodigio migrate from entirely physical hardware by creating master virtual machine configurations for operating systems and applying standard firewall rules to enhance security, speed new implementations, and streamline ongoing maintenance.