Seamless Migration is Possible

ABOUT XEROX:

Xerox helps commercial and government healthcare organizations achieve greater performance, agility, and transformation by leveraging people and technology to improve the flow of work. Building on a heritage of innovation, Xerox simplifies work in surprising ways to help healthcare work better. Xerox is leading the healthcare revolution and offers solutions that support participants across the care continuum - from health insurers, to providers, to pharma and life sciences – to drive healthier outcomes.

Challenge:

A Midwestern US hospital required a migration plan for their new Health Information System (HIS) that would ensure the conversion could be completed on time, on budget and with no disruptions.

Solution:

The hospital reached out to Xerox for a comprehensive migration solution. Xerox relied on the Iguana Integration Engine to ensure fast, seamless migration from the legacy systems.

Results:

The entire migration was completed well ahead of schedule, with fewer resources than was anticipated, within budget and with no disruption in operations.

Many hospitals are seeking to replace their legacy integration engines but are concerned with the resource requirements, risks for disruption and possible unforeseen costs. It's a familiar scenario for Xerox, who has been serving healthcare providers for over 38 years.

"We are seeing more and more hospitals and other providers re-evaluate their integration technology. They need to improve access to patient information, reduce administrative costs and simplify workflows. They also worry that the migration process may pose a lot of challenges and hesitate to make the transition." said Rex Shelton, Xerox VP of Healthcare Provider Solutions.

One Midwestern US Hospital, unhappy with their legacy engine and no longer able to manage the associated costs of interface development and maintenance, decided to upgrade their engine along with the new Health Information System

Iguana
by iNTERFACEWARE

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they were converting to. The hospital needed an integration engine that could transfer data across a variety of systems, including McKesson Paragon, Allscripts, and McKesson PACS.

The hospital turned to Xerox to lead the search for a replacement integration engine as well as assist in the transition and migration of data. After researching what the market had to offer, Xerox piloted several integration solutions before narrowing down the list of potential vendors. Iguana's impressive results in the comparative tests made the selection process straightforward.

"Without any training, I was able to convert four interfaces in just one day using Iguana," explains Laurie Johnson, Xerox Senior Consultant.

Replacing any vital component of a hospital's technology infrastructure involves an inherent risk. iNTERFACEWARE and Xerox worked closely together to develop a comprehensive migration plan to ensure there was no disruption of existing services. "When replacing an integral part of your technology environment, especially in a hospital, there's going to be some concern. The migration plan that we put in place was critical in moving forward" said Shelton.

The migration project consisted of converting, testing and deploying 75 existing interfaces. The entire project was completed in just 4 months, significantly faster than anticipated. "The migration project was greatly successful," describes Johnson. "Not only were we able to complete the project in less time and with less resources than initially planned, we were able to do so without any disruption to our existing services".

"To be able to migrate to a new integration engine without any downtime was great. To be able to perform the migration during an upgrade to the hospital's HIS without anyone even noticing was remarkable," she continued.

Beyond the successful migration process the hospital reaped the benefits of a stronger integration engine. Since the migration to Iguana, the hospital has significantly improved workflows and reduced the cost of maintaining and monitoring their interfaces. The hospital has experienced no unplanned downtime in the nearly 4 years of operation and have benefited from the backward compatibility of every interface. "Before Iguana, the hospital had voiced a legitimate lack of confidence in the stability of their interfaces. We no longer hear about any dissatisfaction with downtime," explains Johnson.

Contact iNTERFACEWARE today to learn how you could significantly reduce your cost of creating and maintaining interfaces while improving interoperability.

1-888-824-6785 | sales@interfaceware.com

ABOUT iNTERFACEWARE®:

Since 1997, iNTERFACEWARE® has been on a mission to make healthcare data integration easier. Today, over 800 healthcare providers and software companies rely on iNTERFACEWARE's software, services and support to exchange information between incompatible systems. iNTERFACEWARE's Iguana® integration engine is used globally for rapid integration with EMRs, Billing Systems, Medical Devices, Supply Chain Management, Health Information Exchanges and much more.

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