



## CASE STUDY

# COMPLIANT IT AS A SERVICE FOR INSURANCE PROVIDERS

## MEDICA®

*“Atomic Data is a key strategic partner for our organization. Their service offerings and responsive customer service model have enabled us to take our IT functions to the next level.”*

### CHALLENGES

Before choosing Atomic Data, Medica had a lack of 24x7 IT operations and shortage of internal IT staff to react to incidents. Hundreds of infrastructure components and devices did not have sufficient proactive monitoring. In nearly every sense, Medica’s prior IT vendor fell asleep at the wheel.

### SOLUTIONS

With Atomic Data, Medica outsourced their network and systems device monitoring. Atomic Data conducts comprehensive incident triage and management, giving Medica a peace of mind they never had. In addition, Atomic Data is there with around the clock Service Desk support and communication systems management.



*“Atomic Data is my entire scaling plan. I know that whatever I throw at them, they will handle it. There’s no price tag for that service and reliability. There’s a shadow army of Atomic Data behind the small internal tech team that we have.”*

### CHALLENGES

GWG Life had legacy infrastructure dating back to the 2000s as well as on-premise CRM hosting and management. With a dispersed workforce, GWG Life staff needed easy system access and simpler network architecture. Due to a lack of upkeep, security and systems maintenance was suffering.

### SOLUTIONS

With an Orange Book technology assessment, Atomic Data was able to develop a roadmap to support current and future business needs. Atomic Data performed a server migration to the secure, highly available Atomic Cloud®. Additional solutions included network re-architecture and segmentation and server patch management.



*“Atomic Data is helping us modernize critical business software and infrastructure without compromising security or process.”*

### CHALLENGES

For years, HealthEZ used a highly customized Visual Basic 6-based software application vital to their operations. It was maintained, however, by a single developer who implemented many workarounds and documented sparsely. Finding local talent to rewrite the software would be challenging.

### SOLUTIONS

With agile .NET software development, HealthEZ’s IT operations greatly improved. Atomic Data supplied data center colocation, executed a business and process analysis to understand requirements and deficiencies, enhanced technology documentation and process development, and offered Security & Compliance consulting.