Modernizing backups to maximize performance

By leveraging Veeam® and Seagate® for a modern backup solution, Office Ally increased flexibility and lowered TCO.

Medical insurance claims clearinghouse provider Office Ally uses Veeam and Seagate solution to modernize backup.

For Office Ally, aging backup technology combined with increasing data volumes highlighted the need for modernized solutions capable of improving flexibility and lowering TCO. Seagate's Exos® X and Exos E 2U12 storage systems and self-encrypting hard drives, paired with Veeam Backup & Replication™ Enterprise Plus software, offered the ideal combination of performance and reliability that Office Ally needed to deliver on data backup goals without breaking the bank.

- Improved overall system resiliency.
- Increased backup performance with 1PB of additional backup capacity added.
- 30% cost efficiency increase compared to alternatives.
- Improved data protection using Exos X ADAPT hardware-based erasure coding

The Story

## The Office Ally impact— helping the helpers.

As a full-service clearinghouse solution for healthcare providers, Office Ally streamlines the process of payment submission to participating payers. Office Ally's free, web-based service helps providers easily create CMS1500, UB04 claims online, or use existing software to create and submit claims electronically. For Office Ally, it's all about helping the helpers—making it easier for healthcare professionals to create and submit accurate documentation and get paid more quickly.

Increasing flexibility and reducing TCO.

Their Goal

Office Ally needed the storage capacity and performance to keep pace with healthcare providers interested in streamlining billing practices, managing electronic patient records, and scheduling appointments.
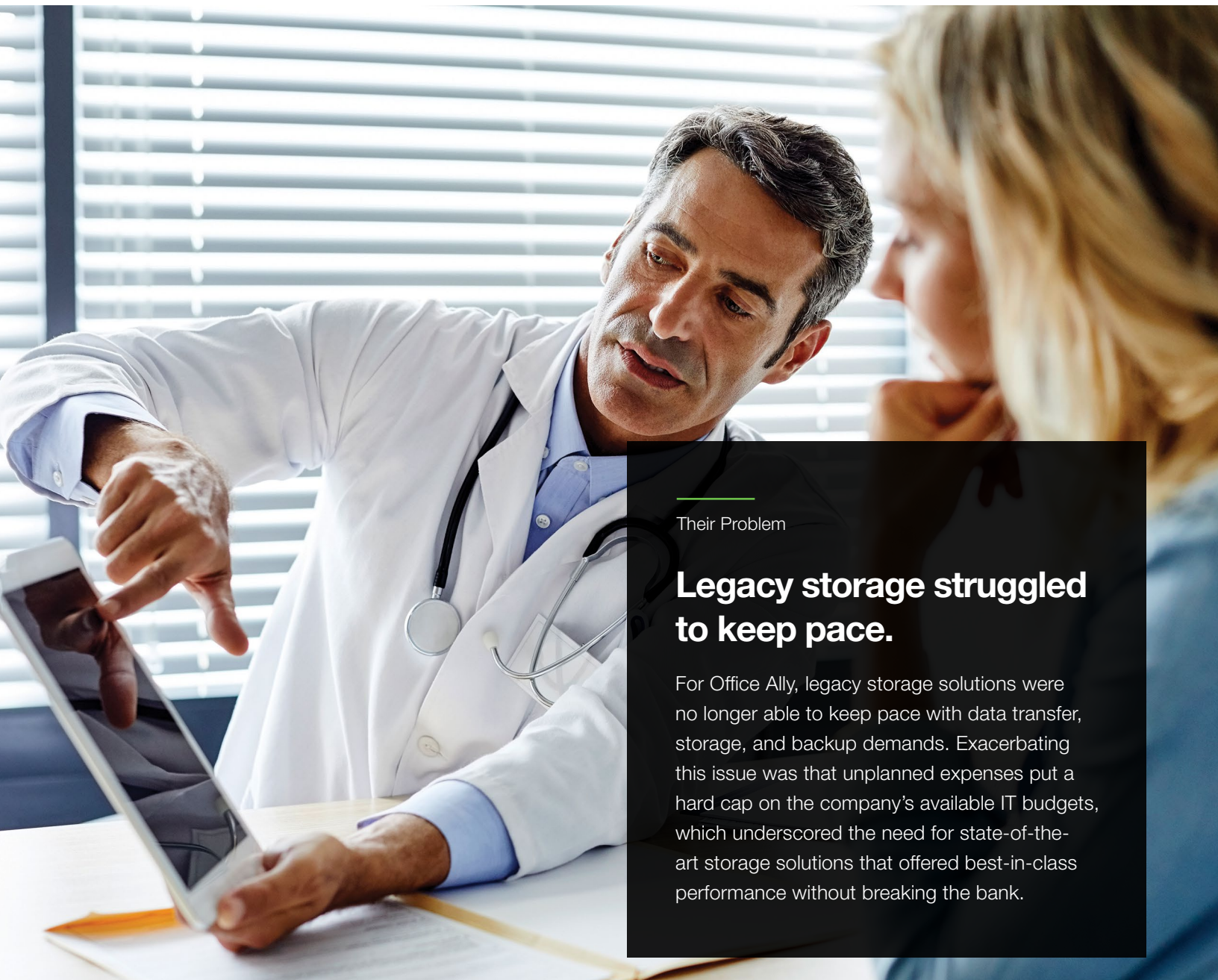
Their Problem

Legacy storage struggled to keep pace.

For Office Ally, legacy storage solutions were no longer able to keep pace with data transfer, storage, and backup demands. Exacerbating this issue was that unplanned expenses put a hard cap on the company's available IT budgets, which underscored the need for state-of-the-art storage solutions that offered best-in-class performance without breaking the bank.

Aligning systems with agile storage options to make the most of modernized storage environments.

With more than 489 million users worldwide, Office Ally is an application-as-a-service provider (ASP) that is committed to helping healthcare providers streamline and simplify their billing, scheduling, and EHR management processes. From its full-service, free clearinghouse solution to its Practice Mate™, Patient Ally™, and EHR 24/7 solutions, Office Ally makes it possible for providers to access critical health information anytime, anywhere. The company's north star is to help the healthcare community wherever possible.

During Office Ally's early growth, automating data in-load volumes and managing storage requirements was possible with existing staff and small-scale solutions, but with more rapid, recent growth came increased regulatory requirements and the need for more storage and service expertise. These emerging operational challenges, coupled with current systems reaching the end of their lifespan, brought two problems into sharp focus for the Office Ally team: the existing backup solution couldn't keep up with 24/7 transfer, backup and storage demands, and total storage space was running out.
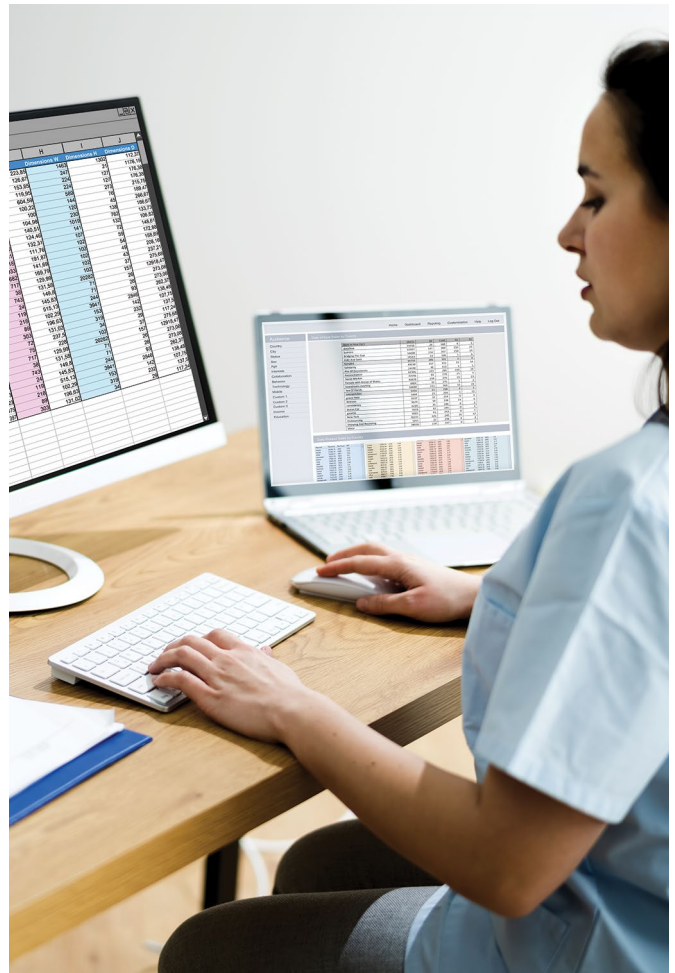
The company realized it needed to invest in a new approach to storage but didn't want to get locked in by expensive expansion costs and overly complex solutions. To effectively make the storage transition and ensure new systems could keep pace with Office Ally's evolving IT environment, four considerations were critical: simplicity, flexibility, scalability, and cost efficiency.

With healthcare providers depending on Office Ally solutions to work 24/7/365, storage simplicity was paramount. Any solutions deployed needed to align with existing ASP infrastructure to ensure service continuity.

Flexibility was also a priority in order to streamline storage expansion on-demand. As Office Ally's customer base expanded, dynamic storage needs became commonplace. This tied into the company's increasing need for scalability. While many on-premises solutions provide short-term benefits, the long-term capacity was not sufficient to keep up with emerging data requirements. It became critical to implement solutions that could scale with demand.


Finally, cost efficiency was essential. With an unexpected expense capping budgets for new IT deployments, the Office Ally team needed a way to maximize cost efficiency. The Seagate and Veeam solution provided a cost-effective option that fit within Office Ally's anticipated budgets, eliminating the need for additional finance department approvals.

To help modernize its storage environment, Office Ally leveraged a proven Seagate storage solution—combining Seagate Exos X 2U12 SAN storage with RAID and multiple Exos E 2U12 expansion units loaded with Seagate Exos 16TB enterprise nearline self-encrypting hard drives—and paired it with Veeam's Backup and Replication Enterprise Plus. Veeam Backup and Replication provided a modern software-defined backup solution for all of Office Ally's virtualized and bare-metal workloads.

The result was enterprise-level performance with self-encrypting drives, erasure coding, and flexible backup protection for cloud, virtual, and physical environments. With Seagate ADAPT hardware-based data protection incorporated in the Exos X controller enabling fast recovery, Office Ally was equipped to maximize the benefits of modern storage environments while minimizing total TCO. These agile storage solutions helped Office Ally protect their critical systems and data.

The results speak for themselves: using Seagate and Veeam as part of their storage framework, Office Ally was able to achieve more resilient and efficient backups along with 30% increased cost-effectiveness and an additional 1PB of backup capacity.
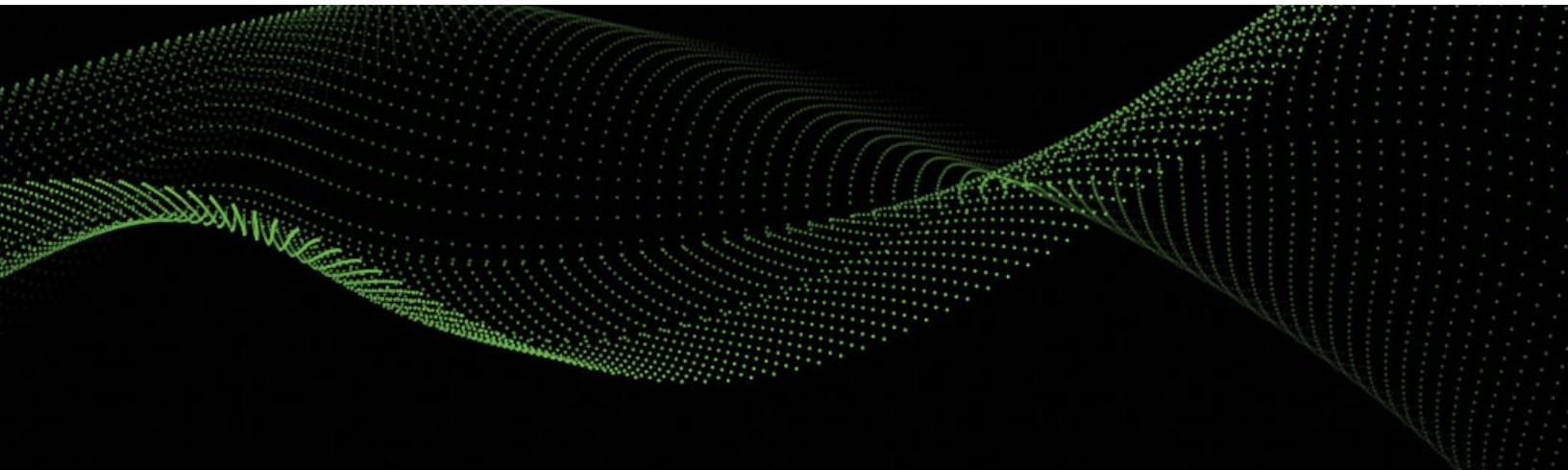
Modernized storage at scale.

For Office Ally, success meant improving efficiency, accessibility, and flexibility without increasing TCO. By leveraging Seagate Exos storage offerings, combined with Veeam Backup and Replication Enterprise Plus, Office Ally was able to increase overall capacity, improve performance, and avoid vendor lock-in. In practice, Seagate helped Office Ally obtain measurable operational success, including:

- Overall system resiliency improvement.
- Increased backup performance.
- 30% more cost-effective compared to alternatives.
- Improved data protection using Exos X ADAPT-enabled controllers.
- Added 1PB of backup storage capacity.

“

I didn't even have to think twice. With Seagate, we can better support storage environments and ensure multiple data recovery and redundancy options.

MIKE KANESHIRO, **CIO OF OFFICE ALLY**

Products Used

Seagate Exos X 2U12 SAN Storage

Safeguard critical data the right way with state-of-the-art, cost-optimized data protection architecture.

Seagate Exos E 2U12 JBOD Storage

Scale data storage density and simplify operations with industry-leading expansion shelves.

Seagate Exos 16TB Self-Encrypting Hard Drives

Achieve 24/7 uptime for bulk data applications with self-encrypting drives.
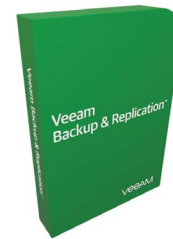
Veeam Backup and Replication Enterprise Plus

Protect everything, everywhere and scale **to win with end-to-end backup.**

Ready to Learn More?

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