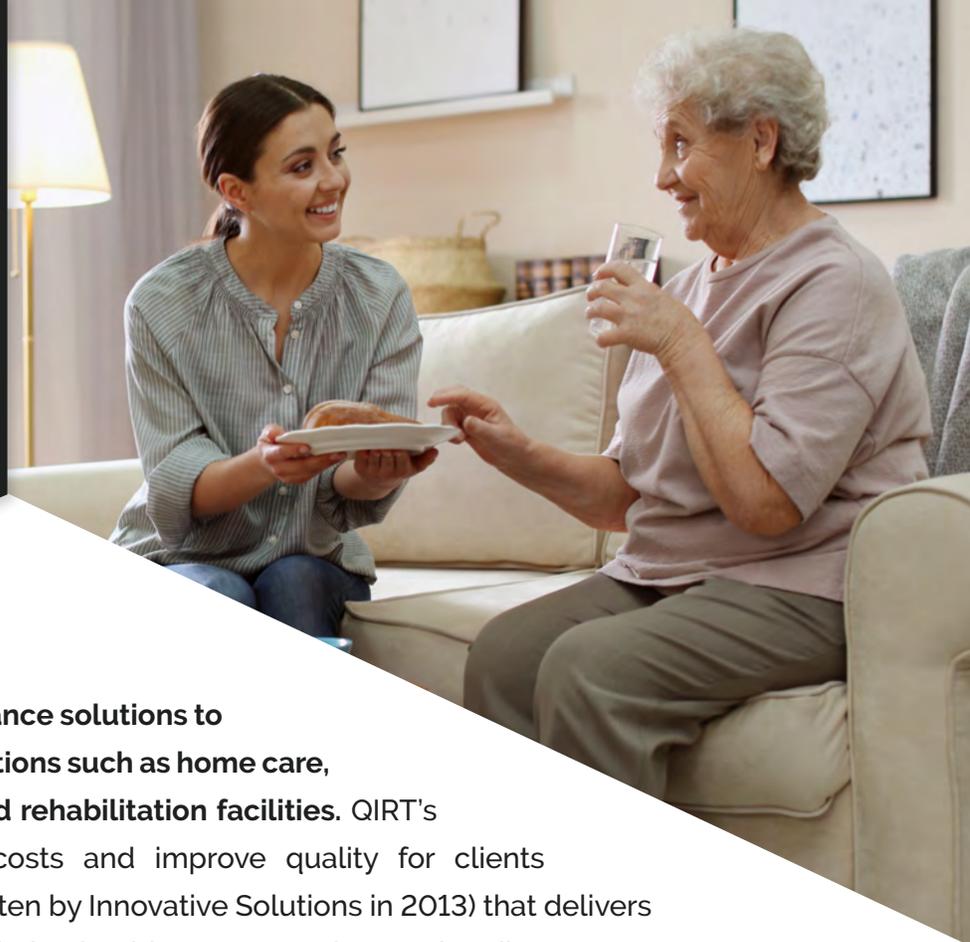




AN INNOVATIVE CLIENT SUCCESS STORY

# Building a platform for explosive growth with AWS

For a business that serves the health care market, like QIRT, scale, reliability, and compliance all matter.



**QIRT offers quality assurance solutions to post-acute care organizations such as home care, hospice, skill nursing, and rehabilitation facilities.** QIRT's services help manage costs and improve quality for clients through a platform (rewritten by Innovative Solutions in 2013) that delivers real-time data reporting vital to health care executives and auditors.

**RESULT ONE**  
**REGULATORY COMPLIANCE**  
that's easy to prove

**RESULT TWO**  
**SCALABILITY**  
to accommodate relentless growth

**RESULT THREE**  
**COST SAVINGS**  
from only paying for what they use

**These are just a few of the benefits QIRT has realized in the years since Innovative Solutions built a custom business application for them.**

**AWS has been part of the equation in Innovative Solutions relationship with QIRT from day one,** making it easier for QIRT to evolve as their compliance and monitoring needs have changed. A company fundamentally based in the cloud, QIRT has come to rely on a growing number of services from AWS to meet their needs. In fact, QIRT introduced its breakthrough Quality Cycle Management Program in 2017, and today, they lead the industry in with their broad suite of services, from QA audits to clinical and operational consulting to revenue-cycle management, education and training.



# THE CHALLENGE

## The Challenge

QIRT's homegrown business application system had worked well for years. But by 2012, it could no longer meet all the needs of their fast-expanding enterprise. As the company grew and the industry they served was evolving, they began to struggle to expand in the directions they needed for customers.

- ✔ Performance and reliability issues cropped.
- ✔ Compliance requirements were increasing.
- ✔ User volume was exploding year over year.
- ✔ Can't keep up with changing business needs.



# THE SOLUTION

## The Innovative Solution

Innovative Solutions reviewed QIRT's existing system to determine the right direction to migrate toward as they evolved into a full-fledged Quality Cycle Management organization. The IS team came back with a bold recommendation: **for QIRT to start from scratch, rewriting every piece of their application. It would be the most ambitious development project QIRT had ever considered**, and one that would add scalability, flexibility, and competitive advantages to their core offering. Innovative went on to create a custom SaaS, **QIRT Advantage**, built on AWS so that it could serve many different types of users. AWS hosting means every end user can communicate securely across the system in an environment that meets rigorous requirements such as PHI, HIPPA compliance and the SOC2 certification.

**QIRT Advantage users include:**



Nationwide Auditors



Health care agencies



Nurses, clinicians, and therapists

QIRT Advantage is easy for professionals in these varied fields to adapt to. Cloud-based, mobile access across devices also gives QIRT the freedom to hire the best talent, no matter where they live. And AWS services bring it all together.



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# SERVICES WE USED

Many AWS services were used in the create and maintain QIRT Advantage. Below are a few that were critical for the success of this project.



## Amazon S3

Provides geo-redundant storage and ability to enforce policy. S3 can be leveraged for data backups as well as storage of sensitive files.



## Amazon EC2

For QIRT web server hosting, this is the core of their computing resource, as well as their environment for development and testing.



## AWS CloudFormation

This allows the IS team to script infrastructure to recreate QIRT's environment for purposes of software development and disaster recovery. The IS team can build a QIRT Advantage environment in another region and get the application running, a critical capability when it comes to business continuity planning.



## Amazon CloudWatch

This is the primary tool the IS team uses to monitor and alert the activity within the system. CloudWatch reassures QIRT that their environment is healthy and reports activity to the IS team as QIRT's managed services provider.

## OTHER SERVICES



**Amazon WorkSpaces**



**AWS CloudTrail**



**Amazon Simple Email Service**



**Amazon Route 53**

# The Results

In the years since Innovative Solutions first began to partner with QIRT, their company has grown throughout the country, now employing professionals across 44 states, serving clients 24/7/365. The QIRT Advantage platform, when we deployed it the first time 5 years ago, there was no business, and they migrated their entire business into it, and AWS met that need, and has done so in an increasingly complicated environment since then. Today, the QIRT Advantage platform is an industry leader that supplies specific information in real time, all on a dashboard that includes appropriate, secure levels of access for executives, clinicians, and auditors.

## COST



They pay for what they get. As they need more, we can ratchet it up. If they don't need processing power, we can ratchet it down.

## GROWTH



QIRT offers immense benefit to customers when it comes to the data available from the system, from reports to improvement metrics.

## EFFICIENCY



If you had to sort out the amount of paperwork manually, it would take weeks or months. They can do it on a day-to-day basis.

## RELIABILITY + STABILITY



QIRT's platform is the core of their business. They can't afford downtime. If they're down, they're failing customers and losing revenue. AWS protects them from outages. Today, outages never last more than a split second.

## SECURITY + COMPLIANCE



By moving to AWS, they are now SOC2 compliant and able to meet all security. This also makes it easier for QIRT to do business with some of the nation's largest hospital systems because the company can quickly demonstrate full compliance to prospective customers.