Millin Associates achieved 100 percent uptime by moving to a PaaS infrastructure

AT-A-GLANCE

CLIENT
Leading provider of revenue cycle management services and software to health and human service agencies

CHALLENGES
Experienced several days of intermittent service degradation that limited customers' ability from submitting claims, and access to important functionality

SOLUTION
Deploy Azure cloud for all software operations, with a long-term goal of moving all storage off-prem

OUTCOME
Providing 100 percent uptime since moving to a PaaS infrastructure software purchases.

MANAGING MISSION CRITICAL IN THE CLOUD

With a significant number of clinics and health and human service agencies in New York, New Jersey and Pennsylvania using its services, Millin Associates needed peace of mind users could access its software anytime with few hassles. But a days-long system degredation in February 2018 shook its confidence in the company's on-prem servers.

"Over 200 clients use our software to get paid for their claims – it helps facilities to improve cash flow, and it provides general management tools that are required to keep a practice running properly," said Mordechai Boehm, Chief Technology Officer at Millin Associates. "If our software package, MillinPro, is not running at 100%, our customers can't easily complete mission critical operations. It's a ripple effect we absolutely must avoid."

Millin Associates researched potential cloud managed service providers to achieve higher levels of uptime. Because the business already had a Microsoft server as storage on-prem, moving to Azure made sense – and Atmosera stood out among other vendors for its deep understanding of Millin's challenge. "Throughout our vendor interview process, Atmosera demonstrated a level of expertise that was head-and-shoulders above the competition. They knew our challenges, helped us at each step of implementation, and were a pleasure to work with," Boehm said.

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- Mordechai Boehm, Chief Technology Officer Millin Associates

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REDUCED SURPRISES IN A RISK-AVERSE FIELD

Atmosera began moving Millin Associates to the cloud in mid-2018. Nearly six months after the company began operating on a mix of virtual machines and PaaS infrastructure, Millin Associates has yet to experience any downtime. Its software is running as fast as, if not faster, than before, without the uncertainty of operational hiccups. Millin Associates is also able to scale with much greater agility.

"I meet with our help desk once a week to look at customer concerns. Getting a ticket that the software isn't running at an appropriate speed is a thing of the past – I can count on one hand the number of times that we've gotten that complaint since adopting the PaaS infrastructure," Boehm said. "Since our customers need their technology to function like clockwork, this is one of the highest compliments we can receive."

Where will Atmosera enable Millin Associates to go next? Now that PaaS has changed the way the company works, a complete shift from on-prem infrastructure is on the horizon.

"Right now, we're in an Azure environment, but we also own our own hardware. Our success with PaaS makes the business case for moving 100% to Azure. With Atmosera's help, we hope to complete this move in the short- to medium-term," Boehm said.

ABOUT MILLIN ASSOCIATES

Millin Associates, an NY-based company, offers over three decades of proven knowledge helping Health & Human Service agencies navigate the revenue cycle maze. Its flagship product, MillinPro, implements best practice billing workflows based on a sophisticated rules engine that assures accurate and compliant billing for all services.

In 2018, Millin selected Atmosera to help move its operations from on-prem services to Azure through a mix of virtual machines and PaaS infrastructure, with the goal of eventually moving entirely to PaaS – delivering increased uptime and allowing greater scalability.

Millin CTO Mordechai Boehm said his Azure platform through Atmosera has already driven marked improvements. "Our customers operate in a high-stress environment – we need to ensure our software doesn't get in the way. We've achieved 100 percent uptime with Atmosera through a PaaS infrastructure, allowing us to drive a better customer experience. We couldn't be more pleased."