

Partnering with Cloudticity

# Caredove Case Study



## The Client

Caredove, based in Toronto, Canada, is a cloud-based e-referral platform that helps connect people with the community care they need. From helping seniors find homecare to connecting infants with screening programs and treatment for life-altering diseases, Caredove is making it easier for hospitals, insurers, and patients to find the right connections within their local health service network.

## The Challenge

The Caredove team was not using AWS initially, but their Cloud Service Provider wasn't the problem. The problem was that their Managed Service Provider (MSP) was slow to respond to requests. If they wanted to stand up a new server, it would take a week to schedule and another week to fulfill the request, which stifled growth.

Another problem was optimizing and debugging their architecture. They would have problems with the performance of their site and difficulty determining whether it was a problem on the Caredove side or on the MSP side. The slow response time made it tough to get answers, and Caredove found themselves spending days trying to diagnose problems instead of growing.

Finally, Caredove realized that it would be impossible for them to grow their business this way. That's when they set out to find a cloud partner who could respond to tickets quickly - enter Cloudticity.



We helped Caredove migrate to AWS in less than 90 days. In order to optimize their performance, we also assisted with a re-architecture, which allowed Caredove to land in AWS as HIPAA compliant and CI/CD ready.

## The Solution

Compared with other cloud partners on the market, Caredove chose to partner with us for a few reasons:

- **Healthcare focus:** We are solely focused on healthcare organizations, allowing us to provide the best recommendations to our clients that are specific to healthcare's unique challenges around security, compliance, and cloud infrastructure.
- **Quick response times:** We provide a Slack channel for our customers so they can reach us instantly, oftentimes removing the need to create a ticket. Because of this realtime communication, Caredove feels that we are more like an extension of their own organization rather than a third-party vendor, giving them back the speed and control needed to grow their business.
- **Automation:** Less than 4% of our tickets ever touch a human – the other 96% are handled by automation. Standing high above the industry average of 65% automation, Caredove feels confident that we can respond to their needs quickly, allowing them to set ambitious business goals and achieve them.

After making the decision to partner with us, we helped Caredove migrate to AWS in less than 90 days. In order to optimize their performance, we also assisted with a re-architecture, which allowed Caredove to land in AWS as HIPAA compliant and CI/CD ready. Now, Caredove can focus on building their platform and growing their business.

## The Benefit

Today, Caredove can tackle more advanced questions like, “How do we start leveraging all of the cool services that AWS has to offer?” Previously, they couldn’t get that far because all their energy was consumed with maintaining what they had rather than growing.

We’ve also helped catalyze Caredove’s DevOps transformation, as they have recently re-architected to a microservices architecture, implemented hundreds of automated tests across the CI/CD pipeline, and reduced their dev cycle from two months to two weeks.

Looking to the future, Caredove is expanding from Canada into the US market and beyond. Partnering with us has given them confidence that they have expert guidance along the way.

“Let’s say I have problem X,” explains Tim Berezny, CTO. “Instead of me spending hours trying to figure this out, I can send a Slack message to Cloudticity and say, ‘How do I solve problem X?’ Instantly, I get a detailed explanation of the three ways I could go about solving this in AWS and my days of research just got reduced to one conversation.”

Caredove can now set ambitious goals and focus on building their business. “Partnering with Cloudticity has freed us to focus on developing our application, getting more customers, and driving revenue,” explains Rob Visser, Business and Compliance Analyst at Caredove.

### About Cloudticity

Cloudticity, based in Seattle, WA, helps healthcare organizations design, build, migrate, manage, and optimize HIPAA-compliant solutions on Amazon Web Services (AWS). Founded in 2011, Cloudticity has helped providers, payers, and companies that sell to the healthcare industry remain secure, compliant, and highly available to patients and customers that rely on them.

For more information, visit [Cloudticity.com](https://cloudticity.com).



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