

HEALTHCARE INFORMATION TECHNOLOGY IS OUTAGE INTOLERANT

MASERGY CASE STUDY – SXC HEALTH SOLUTIONS CORP.

SXC Health Solutions Corp. is a rapidly growing provider of pharmacy benefits management and healthcare information technology solutions to healthcare benefits providers and their customers. This diverse healthcare information company has 13 offices across the United States and Canada. The services that it offers vary, but SXC's voracious, ever-growing consumption of bandwidth must be secure, reliable, and resilient – SXC's network simply must stay up.

SXC's business is to deliver systems and solutions that help its clients effectively manage cost of prescription drugs and improve patient care. In an industry where prescription drug spending exceeds \$280 billion annually this is a huge opportunity. Through industry leading technology and solutions SXC is making a difference for their customers, and they demand the best from MASERGY.



“100% UPTIME IS STANDARD OPERATING PROCEDURE AT SXC. OUR CUSTOMERS AND OUR APPLICATIONS JUST WON'T TOLERATE DOWNTIME,” STATED KEVIN BEVERIDGE, DIRECTOR - NETWORK SERVICES, FOR SXC. **“WITH MASERGY, I DON'T REALLY WORRY ABOUT MY NETWORK.”**

SXC supports these applications with server clusters in its Chicago and Phoenix facilities. Accessing and synchronizing large quantities of data between the two locations while maintaining VPN connections with external customers requires fast, highly stable connections – multiple DS3 circuits. Because these transactions must be HIPAA and PCI compliant, security adds another layer of complexity to the solution.

To address this challenge, MASERGY recommended its VPLS service. This highly scalable, protocol-agnostic technology enables SXC to securely transport data as native Ethernet at wire speed through multiple virtual connections (or VLANs) across the MASERGY MPLS network. Customers have the option of deploying a point-to-point, hub-and-spoke or fully meshed network topology. Importantly, the network is highly resilient, with recovery times of less than 50ms based on MPLS Fast Reroute, to ensure high network availability.

“THE SUPPORT THAT MASERGY PROVIDES IS A BIG THING, TOO. THEIR **PEOPLE ARE QUALIFIED** AND THEY ARE **WILLING TO TAKE RESPONSIBILITY**, WHICH IS VERY RARE IN THIS INDUSTRY. AND THEY MANAGE THE NECESSARY ETHERNET HANDOFFS VERY WELL,” ADDS BEVERIDGE.



“We like the flexibility that the MASERGY service delivers,” continued Kevin Beveridge, Director - Network Services. “It’s faster. We’re running at wire speed. It’s practical with the massive amounts of data that we transport. It was a very cost effective solution for us, even before considering that we would have to set up our applications differently to deliver the same level of service to our customers.”

According to SXC, using the MASERGY VPLS service has had an overall positive impact on its IT operations. Specifically:

1. The ease-of-operation of the MASERGY VPLS network has allowed SXC to maintain its headcount in the IT department, allowing IT resources to focus on new business opportunities;
2. Network downtime and the resulting lost business has been eliminated, ensuring that SXC can grow its customer base, promising uninterrupted access to SXC’s transaction processing sites; and
3. The flexibility of the MASERGY VPLS network has supported SXC’s growth both organically and via acquisitions, by simply adding capacity to the network to support the growth in bandwidth.

MASERGY is a privately held global network service provider and has redefined enterprise wide-area networking by delivering innovative products, advanced capabilities and a superior customer experience. MASERGY’s Intelligent Transport delivers the convenience of Ethernet – multiple services over Virtual Connections – with up to five levels of site-to-site quality of service (QoS) – across a global, state-of-the-art native IP MPLS network.

MASERGY’s MPLS network is based on the Alcatel-Lucent Service Router platform, to enable highly reliable, always-on VPLS connections for enterprises such as SXC. High availability, industry-leading network and service-aware management, and powerful, application-aware QoS make Alcatel-Lucent’s Service Routing platform well-suited for next-generation network architectures.