ACP Leverages Connectria to Advance into a Full Enterprise Solution in AWS

ACP DECISIONS

Challenge
Transitioning from smaller product developer/cloud infrastructure to full enterprise solution in AWS. "Growing pains".

Solution
Connectria helped ACP Decisions transition from a relatively simple cloud infrastructure to a full enterprise solution in AWS.

Results
Connectria successfully deployed managed services onto ACP's environment including integration with our Cloud Management platform TRiA. The Connectria team also performed a review of the existing infrastructure while also tracking opportunities for environmental optimization and improvement.

ACP Decisions (ACP) is a non-profit foundation with a mission to empower patients, their families, and their caregivers to make informed medical decisions. ACP partners with healthcare organizations to implement patient-centered advance care planning.

They leverage professionally crafted video decision aids to facilitate shared decision making for advance care planning, serious illness care, palliative care, and end-of-life care. The ACP video library currently consists of over 400 videos, available in over 20 languages.

ACP chose to leverage Connectria as its managed services provider (MSP). Connectria supports ACP's advanced operational, security, and compliance support, as well as its AWS cost optimization services for its existing AWS environment. Connectria's AWS Enterprise support is unrestricted meaning we support and handle all AWS support components from hands on keyboarding assistance to the overall care and feeding for the AWS environment including cost optimization, patching, backups, and day-to-day environment maintenance.

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CASE STUDY

Challenge

ACP was founded in 2010 with the purpose of empowering patients and their families. Its technology platform has matured out of infancy and was poised for considerable growth. ACP approached Connectria for support and assistance transitioning their technology platform away from its initial product developers and into an enterprise solution with AWS. Furthermore, ACP required expert assistance to enhance security, strengthen resources, refine methods, and improve general processes.
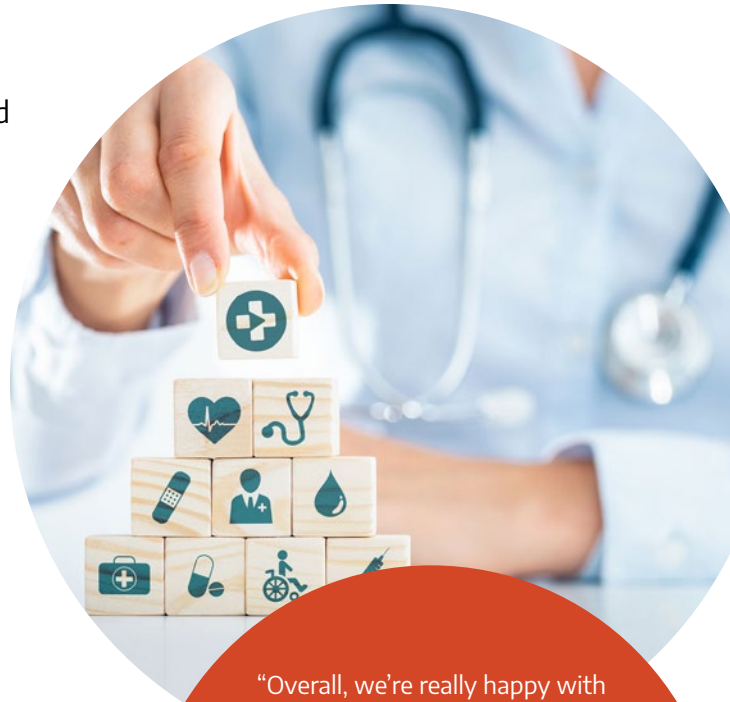
"Previously, our technology stack was primed for growth. We were looking at pushing that forward in order to sustain a large, dynamic, and growing user base. In 2022, ACP Decisions is becoming a bigger part of the healthcare ecosystem. This creates a number of challenges and unique requirements that our current environment was unable to meet," says Cynthia Garde, ACP Chief Technology Officer.

Solution

Connectria stepped in to help ACP Decisions transition from a relatively simple cloud infrastructure in Rackspace, with a production and staging server and one database server, to a full enterprise solution in AWS with independent development, staging, and production environments. The full environment enhancement included updates to existing RDS and EC2 instances and adding additional resources to better support ACP's applications.

The Results

Connectria successfully deployed managed services onto ACP's environment including integration with our Cloud Management platform TRiA. The Connectria team also performed a review of the existing infrastructure, documenting a list of recommendations to track opportunities for environmental optimization and improvement. Following the onboarding to managed support for the previously existing environment, Connectria's professional services team also stepped in to configure AWS Systems Manager for the ACP account.

"Overall, we're really happy with our support from Connectria. Our Account Manager, is adept at helping us and understanding our needs. Connectria has a longstanding reputation and will be pivotal in helping us advance to the next step and achieve our ultimate infrastructure goals "

Cynthia Garde
ACP Chief Technology Officer

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CASE STUDY

"If at any point I needed direct access, to speak with someone on the phone, I was able to call Connectria's NOC and get connected to an engineer able to provide immediate answers. Overall, we're really happy with our support from Connectria. Our Account Manager, James, is adept at helping us and understanding our needs. Connectria has a longstanding reputation and will be pivotal in helping us advance to the next step and achieve our ultimate infrastructure goals," says Garde.

ACP DECISIONS

About ACP Decisions

ACP Decisions partners with healthcare organizations to implement patient-centered advance care planning. Our video decision support tools are professionally crafted after rigorous review by leading experts in medicine, geriatrics, oncology, cardiology, ethics, and decision making.

ACP Decisions has more than 400 evidence-based video decision support tools that promote effective advance care planning and are easily accessible on a user-friendly technology platform. If your organization is interested in implementing an advance care planning initiative or improving your current efforts, let's talk!

For more information visit www.acpdecisions.org

Connect with us today

Talk to one of our modernization specialists by calling **800.781.7820** or visit us at www.connectria.com to learn more.

Why Connectria?

Connectria delivers an extensive portfolio of managed and professional services built on more than 25 years of experience designing and supporting mission-critical infrastructure that businesses rely on every day. By becoming a true extension of your team, our mission is to drive meaningful impact and deliver innovative, reliable, and secure solutions that help you connect the dots between today's technology and tomorrow's possibilities.

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