

Interview series

Securing cloud-based access to applications and healthcare information, **anytime, anywhere** - even during “backhoe season”

[MEDITECH](#) partners with influential organizations to break down barriers and create roads to true connectivity. As a leading EHR software provider, MEDITECH's solutions have a proven track record of seamlessly and securely sharing data across all care environments.

[Onix](#) is a leading cloud solutions provider that enables health and life science organizations to realize the power of the cloud to work simpler, smarter, faster and more securely in a HIPAA-compliant environment.

The Google Cloud Healthcare and Life Sciences team spoke with Scott Radner, Vice President of Advanced Technologies at Meditech, and Sunnie Southern, Vice President of the Health & Life Sciences Division at Onix, about creating cloud-based solutions for accessing healthcare data.

What challenge did Onix and Google Cloud help MEDITECH solve?

Scott Radner: MEDITECH has been around for a long time. We were using communication and collaboration systems internally that had gotten long in the tooth and had actually begun efforts to rewrite them ourselves. It quickly became apparent that those efforts were detracting from what we should be doing for our customers. So we looked around and at the time the easiest jump to the public cloud with minimal risk was Google's G Suite offering. As we evaluated the project we were quickly pointed to Onix as a partner that would always have our back but not slow down our ability to do what we're best at. It's been a very successful relationship. Beyond just replacing older solutions, we found a new level of access and collaboration, which allowed things to get done more efficiently. This really changed the way MEDITECH worked as a company in all sorts of positive ways.

How has the G Suite migration gone for you?

Scott Radner: It's been successful across the board. To turn around documentation, MEDITECH used to have a lot of meetings, and long cycles of folks going back and forth to make edits. When we latched onto G Suite, we realized the power in its collaborative environment. We could work on things simultaneously, short-circuiting those cycles and getting more done. That success made us think twice about how we interact with our customers, and how our customers interact with their patients. It was an eye-opening experience to become cloud-connected, with everybody sharing a platform.

Let's get solving.

Meditech, Onix, and Google Cloud are solving...

“...for empowering physicians with greater access to information”

Scott Radner, Vice President of Advanced Technologies, MEDITECH

“...for secure, appropriate access to healthcare information anytime, anywhere to improve data-driven decisions in healthcare.”

Sunnie Southern, Vice President, Health and Life Sciences Division, Onix

How is MEDITECH's partnership with Google Cloud helping your customers secure their environments?

Scott Radner: MEDITECH's bread-and-butter customer is a 200-to-300-bed community hospital. These organizations are clever, resourceful, dedicated, and good at what they do, which is to care for their patients. Unfortunately, they aren't focused on building a tech security force that's ready for today's challenges. We've always felt that the security backing of a company like Google, with hundreds of employees in security roles and with security measures specifically designed for the healthcare space, raises the bar on what we can do. Google Cloud has helped protect MEDITECH's security endeavors, and we're paying that forward to help our customers so that they can continue to focus on patient care.

You've since expanded beyond G Suite, both internally and with customers. Can you tell us why the time is right for your customers to join MEDITECH in the cloud?

Scott Radner: Our customer's primary mission is not IT. They're a hospital, surgery center, clinic, etc. They're supposed to focus on caring for the patient, and an on-premise data center is a distraction from the organization's goals. Cloud technology allows them to do the things they want to do, and dream of the things they never could before. Our customers aren't necessarily in a position to lift and shift their on-prem systems to new environments, and they're certainly not ready for a full platform solution, so we believe a hybrid approach is key to their success. This way, we can create exactly the solutions our customers need to practice medicine and care for their patients. They can let MEDITECH worry about the applications, while Google Cloud takes care of the infrastructure. So, now is the time. Vendors like Google can support us with the infrastructure, the Internet, communication systems, data systems. Everything we need to connect these devices to the back end are all there, so why wouldn't we begin now?

Can you share an example of a hybrid solution you implemented for a customer?

Scott Radner: A customer in an area that has what they call "backhoe season"—which is literally when the ground thaws and farmers dig up soil—had their communications infrastructure, well, dug up. Since they're a healthcare provider, not having relevant information could cause them to do harm. We solved the problem with a cell phone—or a cellular attached tablet—and access to a cloud infrastructure, building a view-only version of our health record, which our customer can activate either for an unplanned situation like this, or for planned downtime for IT updates and maintenance.



Scott Radner,
Vice President
of Advanced
Technologies,
MEDITECH

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That's a great example of a hybrid solution. Thank you, Scott. Sunnie, Onix is known for always putting customers first. In fact, this is why Google chose you as our very first partner in 2002. How has this philosophy applied to your work with MEDITECH?



Sunnie Southern, Vice President, Health & Life Sciences Division, Onix

Sunnie Southern: Our customer relationships are everything to us. We have a fanatical focus on making sure that our customers are happy, and our work with MEDITECH is a great example of that. We started working with MEDITECH over eight years ago and we continue to help them scale today. We helped them adopt Google's best-in-class collaboration platform and secure cloud so that, as Scott mentioned, MEDITECH's engineers can spend their time building great products for customers rather than worrying about managing servers or building out email functionality or new calendaring.

How has your partnership with Google Cloud evolved over the years?

Sunnie Southern: We've grown up with Google, so we support the full Google stack—G Suite, Chrome, GCP, Cloud Search, and Maps. Our relationship with Google Cloud has been incredibly fruitful and successful. We've learned a lot together. It's allowed us to focus our skills on identifying the right customers, understanding their needs, identifying the right Google products for them, and putting the products together in the right way to drive adoption in these organizations. Google consistently creates technology that's easy for us to deploy and for our customers to use. We grow with Google Cloud, we help our customers grow with Google Cloud, and then we all get to grow together, which is exciting because there's almost unlimited possibilities for what we can do.

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