



CASE STUDY

**LEARN HOW HIPAA-COMPLIANT PRIVATE
CLOUD AND DISASTER RECOVERY
SERVICES HELPED THIS HEALTHCARE
PAYMENT COMPANY SCALE GLOBALLY.**

A CASE STUDY BY

SUMMIT

HEALTH PAYMENT SYSTEMS CASE STUDY

COMPANY:

Health Payment Systems

DESCRIPTION:

HPS offers “one statement, one payment, and one place to call” for the consumer to access all their providers’ claim data and payment options.

INDUSTRY:

Healthcare

SUMMIT PRODUCTS:

Private Cloud, Disaster Recovery



In the healthcare industry, precision and reliability are non-negotiable. For Health Payment Systems (HPS) in Milwaukee, whose mission is to simplify healthcare billing with “one statement, one payment, and one place to call,” scaling effectively meant reimagining its IT infrastructure. Over five years, the company experienced nearly 200% growth. To support this trajectory, HPS turned to Summit for a transformative solution.

CHALLENGE

HPS’s existing infrastructure — a few server cabinets designed for a smaller, centralized workforce — was insufficient for a globally distributed team and the demands of a robust Disaster Recovery plan. The stakes were high: as a processor of HIPAA-protected payments, any lapse in accessibility, reliability, or compliance could have far-reaching consequences.



At HPS, there are no reset buttons. Everything has to work right the first time.

— Chief Operating Officer, Health Payment Systems



The company needed a partner that could architect a scalable and secure solution to meet their accessibility, compliance, and disaster recovery requirements — one that could also grow with their business.

OBJECTIVES

HPS sought to:

- Build an agile, globally accessible infrastructure to enable growth.
- Ensure HIPAA compliance, security, and reliability.
- Support real-time collaboration for a distributed workforce.
- Establish processes to drive efficiency across all operations.



DISCOVERY

Summit began by thoroughly analyzing HPS's operations, asking critical questions, and cross-checking requirements. It was clear that HPS needed more than technology. It needed a strategic partner that understood the trust inherent in healthcare payments.



From the jump, the entire [Summit] team recognized that we wanted a business partner, not just a technology provider. We wanted someone who not only understood the 'ilities' we need to operate our business—accessibility, scalability, and reliability—but someone who also recognized the trust our payers, providers, and customers put in us, and took that trust to heart in the same way we do.

— Chief Operating Officer, Health Payment Systems



SOLUTION

Summit designed and implemented a bespoke Private Cloud solution paired with a comprehensive Business Continuity and Disaster Recovery plan. The solution included:

- A HIPAA-compliant infrastructure ensuring security, scalability, and reliability.
- A failover site in Ashburn, Virginia, capable of restoring full operations within hours.



We're experts in healthcare payment and billing processes. We're not experts in architecting, deploying, managing, scaling, and supporting mission-critical IT infrastructure. This is why we turned to [Summit]. They were intimately familiar with our challenges and opportunities.

— Chief Operating Officer, Health Payment Systems



To enable seamless collaboration, the infrastructure was tailored to support a globally distributed workforce and included tools for real-time communication and execution.



RESULTS

Summit's infrastructure empowered HPS to:

- Rapidly scale operations in tandem with business growth.
- Ensure uninterrupted service for a global workforce.
- Maintain compliance with strict HIPAA regulations.



In order to keep pace with the healthcare industry, and evolve our business, we implemented three-week cycles for all HPS projects. What was amazing is that the quality of work across the entire organization dramatically increased. The ability to focus and execute on clearly defined objectives made everyone's lives easier while improving our ability to operate the business.

— Chief Operating Officer, Health Payment Systems



With Summit's partnership, HPS achieved an agile, scalable infrastructure that serves as a reliable backbone for the company's ambitious goals.



BENEFITS

- **Scalability:** A robust infrastructure that evolves with HPS's rapid growth.
- **Reliability:** Failover capabilities that ensure continuity and peace of mind.
- **Compliance:** Adherence to strict HIPAA standards, safeguarding sensitive data.
- **Collaboration:** Tools and systems that empower a globally distributed team.
- **Efficiency:** Time-boxed workflows improving clarity, quality, and operational success.



With [Summit], we now have the foundation, a true technology backbone, which will evolve to scale with the growth of our business while delivering uncompromised availability at a leveraged cost.

— Chief Operating Officer, Health Payment Systems



Summit continues to optimize HPS's infrastructure, preparing it for future growth and challenges. This partnership demonstrates the power of aligning technology with business vision to achieve extraordinary results.

