

# HealthChannels, LLC DBA ScribeAmerica Running at Top Speed

HealthChannels, LLC DBA ScribeAmerica reached out to CDW to identify what was causing performance issues and learn why cloud costs were increasing.

## The challenge

Any process or infrastructure element that isn't optimized can slow innovation, drive up labor costs, increase risk increase costs and threaten their core mission. So, when performance issues and monthly cost increases began to occur, HealthChannels, LLC DBA ScribeAmerica suspected there were elements within their cloud architecture that weren't as efficient as they could be.

## The solution

After analyzing GCP logs and billing data, the team was able to identify that the majority of the new spend increases as well as the performance issue was associated with DataFlow, in particular some DataFlow pipelines that were automatically generated to support Data Prep. Once the top offenders' pipelines were identified they were rewritten to be as efficient as possible.

## The results

HealthChannels, LLC DBA ScribeAmerica is running at top efficiency, allowing them to focus on helping healthcare providers. With their GCP infrastructure optimized, performance has been vastly improved, freeing the IT staff to focus on innovation. CDW continues to add new sources as needed as well as provide monitoring and maintenance for the existing processes, making fine adjustments as needed.

By improving efficiency and making certain it stays improved, CDW has helped HealthChannels, LLC DBA ScribeAmerica save almost over 33% in GCP costs every month while simultaneously allowing them to add more capability while still spending less than they had originally budgeted.

## About HealthChannels, LLC DBA ScribeAmerica

HealthChannels, LLC DBA ScribeAmerica is a healthcare solutions company operating the largest collection of medical scribe programs in the United States. Their medical scribes are future doctors, nurses and physician assistants trained to alleviate healthcare provider's administrative obligations, allowing them to focus on delivering quality care.

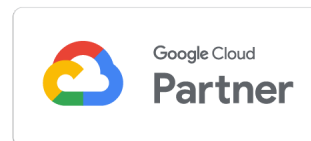
Industry: Healthcare & Life Sciences

Primary project location: United States



## About CDW Logistics LLC (fka IGNW)

CDW Corporation is a leading multi-brand provider of IT solutions and services to customers across all segments.



## Products

Google Cloud Platform