LOADBALANCER

Change Healthcare simplifies management of vast load balancer estate with Loadbalancer's ADC Portal

With over 300 F5 BIG-IPs at hospital sites across North America and Europe, Change Healthcare was struggling to manage the complexity of these dispersed appliances, and patching of frequent vulnerabilities.

Loadbalancer.org understood the challenge and worked collaboratively with its new partner to build a cost-effective and intuitive solution that improved the resilience of Change Healthcare's PACS solution, and improved the security, resilience and value for money for their customers.

CHANGE
HEALTHCARE

> *Loadbalancer.org was focused on our unique challenges from the get-go, and designed a new solution from the ground up, to serve our needs.*"

**Dirk De keersmaecker,
Principal Product Manager,
Change Healthcare**

Challenges

- Managing 300+ load balancers
- Frequent F5 BIG-IP vulnerabilities and slow implementation of security patches

Solutions

- The Loadbalancer ADC Portal

Benefits of ADC Portal

- Improved resilience for PACS solutions
- Time, cost, and security benefits of centralized ADC management
- Visibility of all 3rd-party load balancers
- Ability to backup and update load balancers remotely
- Quicker load balancer deployments

Challenges

Change Healthcare *(now owned by UnitedHealth Group's Optum)* is a leading supplier of medical imaging solutions to prominent healthcare providers worldwide. The company's portfolio of products includes a picture archiving and communication system (PACS) solution for radiology and cardiology clinicians. This needs to be underpinned with load balancing technology to ensure high availability and uninterrupted patient care.

The organization used to recommend and install load balancers from F5 and had more than 300 F5 installations at hospitals and clinics across North America alone.

However, as soon as an F5 BIG-IP security vulnerability was published, engineers at Change Healthcare would have to start visiting planning and scheduling customer downtime to implement the required security patches.

> *It took engineers 2 hours per site to patch our F5s. They would spend six months patching the first half of the estate, before F5 would release another vulnerability and we'd have to start the process all over again.*"

Clearly, onsite patching of such a large estate was not sustainable.

Solution

After meeting representatives from Loadbalancer at an industry event, technicians from Change Healthcare decided to pick up the phone and see if Loadbalancer could provide a way of centrally managing its vast estate of load balancers. This call sparked what has since become a comprehensive and successful partnership between the two companies.

Responding to Change Healthcare's challenges, Loadbalancer built a remote, vendor-agnostic, centralized management platform called the Loadbalancer Application Delivery Control (ADC) Portal.

> *The ADC Portal gives us instant visibility and remote control of our ADCs, saving us huge amounts of time and money, as well as keeping our appliances more secure.*"

Benefits

Change Healthcare became the first company to deploy the ADC Portal and is now using this system to remotely manage a growing number of Loadbalancer appliances.

This centralized, vendor-agnostic platform with remote access allows Change Healthcare to backup, update and deploy individual load balancers, providing comprehensive visibility and control of their entire load balancer estate, regardless of location.

Being able to schedule mass actions across 300+ appliances in such a short space of time means that they can immediately patch any vulnerabilities, keeping their customers' devices much more secure.

The ADC Portal facilitates updates that can be rolled out if and when needed by Change across some or all of their appliances, with the added piece of mind of advanced roll-back capabilities and integrated pipelines, enabling a linear update process.

About Loadbalancer.org

Loadbalancer.org's mission is to ensure that its clients' businesses are never interrupted. The load balancer experts ask the right questions to get to the heart of what matters, bringing a depth of understanding to each deployment. Experience enables Loadbalancer.org engineers to design less complex, unbreakable solutions - and to provide exceptional personalised support.