

CASE STUDY

MultiPlan Selects CyrusOne for Exceptional Colocation and Flexible Solutions

Scalable, secure and reliable data center solution keeps healthcare company operating seamlessly

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MultiPlan Inc., the industry's most comprehensive provider of health care cost-management solutions, needed a trusted colocation partner to help them mitigate risk. Not only did the company want an enhanced redundant data center to store critical business data and information technology infrastructure off-site, they also needed a flexible solution that could meet their future power and growth needs.

The Company

Headquartered in New York, MultiPlan helps healthcare payers manage the cost of care, improve their competitiveness and inspire positive change. Leveraging sophisticated technology, data analytics and a team rich with industry experience, the company interprets clients' needs and customizes innovative solutions that combine their payment integrity, network-based and analytics-based services.

Clients include insurers, health plans, third-party administrators, self-funded employers, HMOs and other entities that pay medical bills in the commercial healthcare, government, workers compensation and auto medical markets. MultiPlan has over 1 million health care providers under contract, 50-75 million consumers accessing their network products, and processes 135 million claims each year.



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The Challenge

In October 2012, Hurricane Sandy swept across the Northeast, causing \$19 billion of damage in New York City alone, paralyzing critical infrastructure for transit, telecommunications and power. The New York Stock Exchange was closed for two days, and some data centers in the financial district were knocked offline as the storm flooded basements that housed critical equipment. Nearly all of lower Manhattan was left without power, forcing businesses to operate on backup generators for up to a week.

MultiPlan had multiple data centers in the Northeast and was prepared for the storm with an emergency plan in place to switch over to a backup data center. Fortunately, the company did not experience any downtime or damage and didn't have to activate their emergency plan. Nevertheless, the scope of the storm and its geographic reach underscored the company's need to find a respected data center provider that could house and protect their mission-critical production site while offering redundancy in a different part of the country.

The Action

While it was clear that a redundant data center that offered geographic diversity was needed, MultiPlan's information technology (IT) executives treaded with caution. It was the first time the company considered outsourcing this type of support.

MultiPlan processes health care claims – data is the backbone of their operation – so any data center provider had to provide a 100% uptime service-level agreement and comply with federal privacy regulations such as HIPAA, as well as compliance certifications such as SSAE 16.

“Our clients depend on our systems being available and their data being protected. We had to find a vendor that understood that power outages leading to unscheduled downtime and data breaches are not an option,” said Michael Kim, MultiPlan's CIO “We held numerous discussions with providers to better understand their security measures, redundancy and power availability.”

In addition to needing greater protections, the company sought a provider that could accommodate future growth and offer attractive power contracts. MultiPlan's business leaders conducted extensive due diligence that spanned several months and involved tours of 12 different facilities.

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The Solution

CyrusOne spent time with MultiPlan's leadership team, learning about the company's data center strategy and requirements as well as the culture. CyrusOne provided a solution that allowed MultiPlan to have a contiguous space that would allow for future growth, but remain within their budgetary threshold. The collaboration and sharing of information between the two companies was critical to building a custom solution.

"It's a big decision to move to colocation, and we recognize that it can be emotionally charged as well," said Carla Russell, Global Account Director with CyrusOne. "We worked hand in hand with MultiPlan to answer and address all questions and issues as they arose. We pride ourselves on being partners and not just having a client/vendor relationship."

CyrusOne provided a specific colocation solution that would enable MultiPlan to back up their critical IT infrastructure, while also assuring there would be additional space and power as the company expanded. A redundant power configuration provides 2N (primary and backup) power to keep MultiPlan up and running.

As part of CyrusOne's National Internet Exchange (IX) platform, MultiPlan can now connect with other CyrusOne data centers in the nation, which will make it more affordable if MultiPlan adds other data centers in the future.

"We were able to build a customized solution – based on resilient technology and infrastructure – that was flexible for their growth and migration plan," added Carla Russell, CyrusOne's Global Account Director.

CyrusOne's unmatched commitment to security also was a deciding factor. Its facilities meet rigorous security standards set by certifying and auditing organizations. They have a minimum of seven levels of physical protection and top-grade equipment with advanced security protocols to eliminate the threat of unauthorized access. Adding an extra layer of reassurance, MultiPlan was pleased that a government agency and a 911 center are also in the same center. It was reassuring to see highly essential organizations also outsource to CyrusOne.

The Results

The transition to CyrusOne's data center has been "flawless," said Barry Roelofs, MultiPlan's CTO. "CyrusOne has been very accommodating to our needs and their hands-on approach has made this transition really perfect."

CyrusOne's flexibility – not only in the solutions it offered, but also how it served MultiPlan – has been well received.

"There have been no issues," Roelofs said. "Everything has been timely. We're saving a significant amount of money as well."

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About CyrusOne

CyrusOne specializes in providing highly reliable, flexible and scalable enterprise data center colocation that meets the specific needs of customers across its broad portfolio of carrier-neutral data center facilities in the United States, Europe and Asia. CyrusOne employs its Massively Modular® engineering and design approach to optimize design and construction materials sourcing and enable just-in-time data-hall inventory to meet customer demand.

The company engineers its facilities with redundant power technology, including an available 2N architecture. CyrusOne customers can mix and match data centers to create their own production and/or disaster recovery platforms by combining facilities via the low-cost, robust interconnectivity provided by the CyrusOne National IX.

About MultiPlan

MultiPlan is committed to helping health care payers manage the cost of care, improve their competitiveness and inspire positive change. Leveraging sophisticated technology, data analytics and a team rich with industry experience, the company interprets clients' needs and customizes innovative solutions that combine its payment integrity, network-based and analytics-based services. MultiPlan is a trusted partner to over 700 health care payers in the commercial health, property and casualty, and government markets, and saves these companies more than \$14 billion annually. MultiPlan is owned by Hellman & Friedman and other investors.

For more information, visit [MultiPlan.com](https://www.MultiPlan.com).

