Health Care-Specific Cloud Solutions from UPMC Enterprises Drive Security, Scalability, and Growth for Astrata

Client Profile

Incorporated in 2021, Astrata is a health care technology startup specializing in digital quality solutions for health plans, addressing real-world informatics challenges. Astrata's flagship product, Chart Review, is an advanced natural language processing (NLP) system, honed over a decade by co-founders Dr. Rebecca Jacobson and Girish Chavan, alongside their expert collaborators and partners. Through its AI-driven solutions, Astrata revolutionizes how the health insurance industry measures and enhances health care quality, empowering health plan customers to deliver value-based care across diverse populations.

Challenge

For health care technology companies serving large health systems, selecting the right cloud partner is critical to success. Any cloud solution must be cost-efficient, flexible, and scalable to meet growth milestones. In 2019, as Astrata developed Chart Review and prepared for integration with large health plans, the company required a health care- focused cloud management solution for managing vast amounts of Electronic Protected Health Information (ePHI). It also needed expert support at a price point aligned with its growth strategy. Astrata's leadership team was wary hiring in-house cloud engineers in a competitive talent market and third-party Managed Service Providers (MSPs) they evaluated lacked health care-specific expertise. Additionally, Astrata was concerned about being locked into a vendor that might not meet its future needs, leading to high switching costs.

Solution

Unlike traditional MSPs, UPMC Enterprises offers health care-specific cloud management, backed by a team with extensive experience in building and managing HIPAA-compliant environments. This industry-specific infrastructure, paired with expert support, was instrumental in helping Astrata meet the stringent data security and compliance requirements of its target market. It also enabled the company to successfully market its services to additional health plans and scale effectively as its customer base grew. A key value-add for Astrata was the Managed Cloud Services team's expertise in HITRUST certification. This collaborative relationship provided Astrata leadership with the confidence to hand over significant aspects of the company's cloud architecture, while focusing on developing health-care technology solutions. UPMC Enterprises' boutique, relationship- focused approach provided Astrata with the assurance needed to entrust its cloud needs to a reliable partner, ensuring the company could grow with confidence.

Impact

Since 2019, the Managed Cloud Services team at UPMC Enterprises has delivered the infrastructure management, data backups, and disaster recovery policies Astrata requires to maintain compliance and meet the high expectations of its health plan clients. This partnership has allowed Astrata to stay ahead in a rapidly evolving cloud landscape while confidently scaling their business, knowing the company is protected against system outages, increased compliance demands, and external threats. By partnering with UPMC Enterprises, Astrata has been able to focus on its core mission of delivering cutting-edge solutions to improve health care quality, while leaving the complexities of cloud infrastructure in expert hands.

> *The Managed Cloud Services team intimately understands health care and the type of protections needed for health care data — but it has been the white glove service that has made the difference. The experience has been comparable to hiring our own in-house team and the lack of turnover amongst the Managed Cloud Services team gives us the confidence to stay with UPMC Enterprises."*
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> - Girish Chavan, Chief Technology Officer, Astrata

Leveraging UPMC Enterprises' deep knowledge of the requirements and controls needed for achieving HITRUST certification allowed Astrata to focus on developing and improving its health care technology solutions rather than managing IT infrastructure.