



# HealthGrades: Automating Web Content and Application Deployment

HealthGrades is the leading healthcare rating organization, providing ratings and profiles of hospitals, nursing homes and physicians to millions of consumers, corporations, health plans and hospitals. On a monthly basis, HealthGrades.com receives over 3 million unique visitors who access both general and fee-based information. As a provider of information services, HealthGrades maintains the highest standards for website performance, content accuracy, and overall end-user experience.

## The Challenge:

### Automating the Deployment of Web Content and Applications

Healthgrades set out to improve its operations of updating production web server clusters with new content and web application code. Historically, HealthGrades relied on Windows-based copy and paste processes to migrate code from development to test environments and then publish the applications from staging servers out to production. Updates consisted from a single file to thousands of files frequently deployed five times a day.

“The manual copy operations were slow, but this process allowed us to be very hands-on.” commented Deanna Dzikowski, Quality Assurance Lead. “The downside was that file transfers were time consuming, demanded significant administrative attention, and often required servers to be taken offline which resulted in service interruptions. Manual copying was also affected by WAN issues such as latency, packet loss, and time outs, which often required us to restart deployments.” As HealthGrades’ production environment grew in size, the volume and frequency of content updates increased. This increase proportionately affected the hard and soft costs of managing updates. Ultimately, the time required to monitor content updates and reached a point where it took away from other high priority or revenue-generating activities. “Our reputation is paramount to this company; we have to gain the trust of our visitors. After all, we are guiding them to better healthcare. We cannot afford to have significant interruptions. We also have client contractual performance goals and concerns.” With these goals in mind, HealthGrades went in search of a solution that could automate the delivery of content to multiple edges in a timely manner, with guaranteed delivery and accurate reporting.

## The Solution:

### RepliWeb R-1 - High Value, Low Total Cost of Ownership

HealthGrades established a project team tasked with locating and implementing an enterprise-grade content deployment solution.

## Benefits

- Low Total Cost of Ownership (TCO)
- Extensive Job Scheduling Options
- Intuitive Administration Console
- Ability to Log and Track Content Deployments
- Highly Responsive Customer Support

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*Deanna Dzikowski, QA Lead*

For more information or to learn more, email [sales@repliweb.com](mailto:sales@repliweb.com) or visit [www.repliweb.com](http://www.repliweb.com).



HealthGrades' core project requirements included:

- Low Total Cost of Ownership (TCO)
- A robust solution capable of handling heavy publishing loads
- Intuitive and efficient User Interface
- Granular job reporting and error reporting
- Flexible job scheduling options
- Responsive Technical Support

The project team completed an extensive search and narrowed its list to two finalists, which included RepliWeb. "The ultimate decision to select RepliWeb was based on the functionality of R-1, the positive support experience, and the overwhelmingly lower TCO. We were very budget conscious, but needed a true enterprise solution."

## The Results:

### R-1 - The Flexible, Scalable, Automated and Affordable Solution

RepliWeb now manages file, content, and application migration throughout HealthGrades' Testing, Staging, and Production environments. HealthGrades' content lifecycle typically involves two main steps within a star (hub & spoke) topology:

- After content has been developed and approved, HealthGrades runs an R-1 download job (peer-to-peer pull) from the Test Server (Edge, source) to the Staging Server (Center, target).
- Once on the Staging Server, HealthGrades then runs an R-1 distribution job from the Staging Server (Center) to multiple Production Clusters (Edges).

The use of RepliWeb templates makes this workflow more efficient. Each template includes pre-configured job properties; the simple addition of credentials and scheduling makes each new deployment quite easy. Upon implementing RepliWeb Deployment, HealthGrades realized immediate improvements in operations and performance. "One particular deployment that previously took almost half a day and required a dedicated QA person has been reduced down to an eight minute, unsupervised process with RepliWeb. In terms of time, most migration projects have been reduced by 90% and we have significantly reduced the risks associated with missed data files", commented Deanna. "Management has been extremely pleased with the overall cost saving and improvements in productivity". R-1's rollback functionality has also had a big impact on HealthGrades' operations. In a matter of minutes, RepliWeb Deployment can restore the data state of servers to any point in time. RepliWeb's reporting capabilities are also helping HealthGrades to meet Corporate and Federal requirements for the exchange of healthcare related data.

### About R-1

RepliWeb Deployment (R-1) is a highly scalable, cross platform content deployment platform that ensures web farms are synchronized with the most up-to-date content, code and Metabase in an automated, uninterrupted manner. With R-1 web server administrators can automate the publishing of the complete website—files, web content and IIS Metabase, to one, dozens or hundreds of target servers connected via LAN or WAN. Updates occur behind the scenes, with no service interruptions or down-time.

### Network Environment and Applications

- LAN & WAN Environments
- High Data Volume
- Firewall
- Windows O/S

"The support and attention we have received during sales and demo, and then again during the process of customizing our template has been fantastic. I always get a prompt answer whether I have a sales or contract question, and there is always a friendly voice calling me back to explain something."

*Deanna Dzikowski, QA Lead*

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