**Progress Chef**

# Greenway Health Shrinks Application Deployment Time from Weeks to Hours with Chef

CASE STUDY

**INDUSTRY**
Healthcare Software Solutions

**PRODUCT**
Progress Chef

**COUNTRY**
United States

**SUMMARY**
Tampa, Florida-based Greenway Health provides electronic health records (EHR), practice management and revenue cycle management solutions to help its 55,000 healthcare providers grow profitability, remain compliant, work more efficiently and improve patient outcomes. Greenway Health implemented Progress Chef in its three data centers to streamline the application release process, shorten deployment time and improve overall application management efficiency.

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>
> **Adam Epps**
> Manager of Systems Engineering Operations, Greenway Health

## Challenge

Tampa, Florida-based Greenway Health provides electronic health records (EHR), practice management, and revenue cycle management solutions to help its 55,000 healthcare providers grow profitability, remain compliant, work more efficiently and improve patient outcomes. Greenway Health offers two flagship products, Intergy and Prime Suite, from which multiple downstream specialty applications flow.

Adam Epps, Manager of Systems Engineering Operations, explained the complexity of their application delivery process. "From our two flagships, we have many accessory products that we need to deploy through our two third-party hosted data centers. At last count, that added up to about 3,000 endpoints, and it's constantly growing. We have a lot of applications that we need to get a lot of remote instances to."

As he further explained, it was a very time-consuming process.

"We have a team of four engineers, and it takes them about two weeks to hit every endpoint," he said. "With our applications constantly growing, we needed a solution to make us more agile with fixes and ehancements so we could release sooner while better managing our internal resources."

## Solution

Given the bottlenecks in getting applications deployed quickly, Epps and his team set out to find the most agile DevOps automation solution to build continuous delivery pipelines across all applications at scale.

"We did proof of concepts with a number of vendors," he said. "We felt the features of Chef Habitat provided the most agility and flexibility to target our endpoints efficiently and manage and maintain the application stack."

Chef provides automation capabilities for defining, packaging, and delivering applications to almost any environment, regardless of the operating system or deployment platform. With Chef, DevOps and application teams can:

**Build** continuous delivery pipelines across all applications and all change events

**Create** artifacts that can be deployed on-demand to bare-metal, VMs or containers without any rewriting or refactoring

**Scale** the adoption of agile delivery practices across development and operations

**From a deployment standpoint, it took less than four months to implement across the entire infrastructure.**

"The implementation was fairly quick given that this is something my entire team had to learn from scratch while also understanding the ins and outs of the applications we redeploy," added Epps.

## Results

Epps summed up the most significant benefit of Chef in one word: Flexibility.

"The flexibility the entire Chef suite provides is amazing," he said. "I have an analogy using Legos that describes it perfectly: Having Chef is like having this massive stack of Legos and you know just how you want to stack them to achieve the desired result with just a little upfront work."

That upfront work has certainly paid off for Greenway Health. Before implementing Chef, it took a team of four engineers two weeks to hit every application endpoint— now 3,000 and growing. With Chef, that process has been reduced to just a few hours.

In Epps' words, "With Habitat, we've shortened that two-week process to just a few hours of QA testing of the new application version, and then we push the deploy button, and it goes and it does its thing. We are so much more agile with fixes that we can release code a lot sooner than before."

In addition to speeding release time, compliance has been fortified, and the engineering team can focus on more business-critical issues rather than spending so much time on application updates.

"Not only do we have 100% visibility into whether or not the application is updated, we also know that it is secured, monitored, and audited," he said. "Also, the engineering team can now provide better support in a more focused way for our customers. For example, if our cybersecurity team finds any vulnerabilities, we can reallocate our resources to immediately address them."

Epps concluded by reaffirming the importance of Chef and the broad impact it has had across the entire application lifecycle at Greenway Health.

"Chef is having a strong impact on everything from configuration management to compliance to auditing and security," he said. "But I would have to say Chef's biggest impact is in application management and the fact that our engineering team is freed up to focus on the more critical issues that have a direct effect on customers."

## About Greenway Health

For its more than 55,000 healthcare providers, Greenway Health provides electronic health records (EHR), practice management, and revenue cycle management solutions that help practices in multiple specialties grow profitably, remain compliant, work more efficiently, and improve patient outcomes across multiple specialties.
www.greenwayhealth.com

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