Imed Improves Healthcare Experiences With Digital Transformation

About Customer

imed is a company dedicated to developing technologies and services that facilitate healthcare in Chile, including platforms that support video consultations, electronic medical licenses, and digital scheduling for clinicians and patients.
www.i-med.cl

Geo

Latin America

Industry

Technology

Solution Area

Accelerate Core Applications
Modernize Data Protection
Enable Multi-cloud

Pure Storage® Products in Use

FlashArray //X™

OJBYTE

Pure Storage partner OJBYTE specializes in delivering modern technical services that help clients achieve the best solutions to meet their needs.

With the increased digitization of health services, such as telemedicine and electronic health records, imed has focused on developing new technologies and services to support healthcare in Chile. One innovation, the Electronic Voucher service, provides identification and payment services for 18 million Chileans—more than 95% of the country's population.

With Pure Storage FlashArray, imed improves the performance of Electronic Vouchers, delivering efficient and reliable services to all patients and players in the Chilean healthcare system, including providers, pharmacies, and insurance companies.

> "For imed, delivering quality services is our main objective. Pure Storage FlashArray has a positive impact on both patients and providers, as they spend less time waiting for authentication and more time focusing on care."
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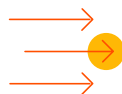> **MARIO LAVANDERO,**
> CTO, IMED

A Digital Standard for Patient Care

The Electronic Voucher service uses biometrics to authenticate a patient's identity using their thumbprint. The system also uses this authentication to verify insurance information, resulting in faster check-in and payment. Any delays or downtime in the authentication process could affect the speed and efficiency of patient care.

Impact in imed

Improves medical care for 18 million people in Chile

Faster data transmission reduces authentication time for patients, clinics

Responds quickly to the needs of the medical industry in Chile

Challenges

Keep critical healthcare services running at all times

Handle growing volumes of data for services

Keep patient and transaction data secure

Results

Eliminates downtime for critical healthcare services

Stretches storage capacity for high performance in a small space

Secures data with fast backup and recovery

After analyzing different solutions and carrying out a successful proof of concept, imed decided that Pure Storage was the solution that best suited its needs. The company now runs all production databases for the Electronic Voucher service on Pure Storage FlashArray//X, supporting billing and authentication for the service nationwide.

"For imed, delivering quality services is our main objective," says Mario Lavandero, CTO of imed. "Pure Storage FlashArray has a positive impact on both patients and providers, as they spend less time waiting for authentication and more time focusing on care."

Reliable Access to Critical Healthcare Data

With all Electronic Voucher production databases running on FlashArray, imed is now focusing on migrating other workloads and internal processes related to the service. By migrating to FlashArray, imed can meet high standards for service quality and security across all of its services.

The excellent read/write speed allows imed to handle patient transactions quickly, but it also facilitates faster testing and backups to better respond to the needs of the healthcare industry. Pure Storage partner OJBYTE worked with imed to achieve faster data recovery to improve availability and help imed keep the critical Electronic Voucher service running at all times.

"FlashArray makes it easy to move data from on-premises to our public cloud provider and back, speeding up backup and recovery times," says Lavandero. "With FlashArray we now have exceptional performance density with a reduction rate of 8.2:1. This allows us to consolidate more business services onto fewer arrays, supporting larger databases, more applications, and more users in our data centers."

100% Innovative Performance

By removing data bottlenecks with Pure Storage, imed can focus its attention on developing innovative new services and cloud-ready solutions for patients and healthcare organizations.

"With Pure Storage helping us deliver high-speed data access, we're enhancing services and delivering a more consistent experience to all patients," says Lavandero.