

**Navitus Health Solutions** relies on its information systems to quickly process pharmacy claims and to deliver superior customer service. By moving its mission-critical data and applications onto all-flash arrays from Pure Storage, Navitus has shortened claims-processing times, reduced the time needed to run important batch processes by as much as half, and strengthened the security of patient data.

**BUSINESS TRANSFORMATION**

Claims from pharmacies and over 5 million members are processed more efficiently with patient data protected with the highest level of security.

**GEO**

North America

**INDUSTRY**

Healthcare

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Paul Williamson, *senior systems architect*

**PURE STORAGE PRESCRIBED FOR IMPROVED PERFORMANCE AT NAVITUS HEALTH SOLUTIONS**

Navitus Health Solutions is a pharmacy benefits management provider whose mission is to drive fundamental changes in the industry through an emphasis on customer satisfaction, transparency in operations, cost efficiency, and full pass-through of rebates and discounts.

To deliver on those promises, Navitus relies on its information systems for fast, accurate processing of claims and the timely delivery of data to support customer-service agents.

“Our number-one goal is to serve the customer as quickly and efficiently as we can,” said Paul Williamson, senior systems architect. Navitus serves some 300 clients nationwide — both employers and pharmacies — with a total of more than five million members. The company processes an average of 300,000 transactions a day.

Among the major challenges faced by the IT department are a continuing increase in the volume and complexity of data, the need to be fast and agile in how that data is processed, and stringent requirements for the security of patient information. Adding to those challenges was the recent launch of a subsidiary specialty pharmacy, Lumicera.

**PURE DELIVERS IMPROVED PERFORMANCE, SIMPLIFIED MANAGEMENT**

This ever-more-complex environment prompted Navitus to rethink its data-storage strategy. “For years we had several different disk vendors, and they were serving our needs,” Williamson noted. “But as the demands grew for faster processing of more data, we were always in a battle to find the next best thing that would be more efficient.”

After learning about Pure Storage at VMworld, Navitus’ IT staff evaluated its offerings. In addition to confirming that the Pure Storage flash arrays deliver significantly better performance and simplicity compared to its legacy storage, they were impressed that the arrays offered encryption at rest as a standard feature — an important requirement for many of Navitus’ clients. “We would have had to do some significant upgrades to our existing system to get equivalent levels of security,” Williamson noted. “Pure Storage had that feature right out of the box saving us time, money and reducing complexity.”

Navitus initially purchased two FlashArray//M20 models, one each for data centers in Appleton and Madison, Wisconsin. “The installation and configuration of the Pure Storage array was very simple, a big contrast to previous storage systems that were very cumbersome and required a lot of IT resources.”

**COMPANY:**

Navitus Health Solutions  
[www.navitus.com](http://www.navitus.com)

**USE CASE:**

- VSI – VMware® ESX
- Database – Oracle®, Microsoft® SQL Server
- Business Intelligence – Qlik® QlikView

**CHALLENGES:**

- Ever-rising volumes of prescriptions, plus the launch of a new specialty pharmacy business, meant data-storage volumes have grown in size and complexity.
- Run times for querying databases and running critical reports fluctuated, creating uncertainty over timeliness.

**IT TRANSFORMATION:**

- The time required for nightly database runs has been reduced by 50%.
- Key payment report now takes 40% less time to complete.
- Error rates for QlikView BI database queries have been reduced to virtually zero.

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Paul Williamson, *senior systems architect*

**KEY APPLICATIONS RUN FASTER, IMPROVING PRODUCTIVITY**

Once installed, the IT staff immediately saw benefits from the Pure Storage arrays.

“Prior to the Pure Storage array, our data warehouse report run times would fluctuate,” Williamson noted. “That mattered, because after the data warehouse runs, we do claims extracts to provide our clients with information they consider very valuable and impact directly the bottom line. The Pure Storage array gives us consistent performance and has shortened the run time window by 50%. That gives us a much better chance of getting all the reports done before users come into the office.”

Also benefitting from Pure Storage is a payments cycle application used regularly by the finance staff. “That used to take eight hours to process,” Williamson said, “but now it has been cut to four hours, simply by putting it on the Pure Storage array. That’s a huge time-saver for the finance team.”

The improved performance delivered by the Pure Storage arrays is noticeable throughout the company, Williamson said. “We put in the Pure Storage array and people thought we did something magical. Things were just instantly faster.”

The improved infrastructure created by the addition of Pure Storage has also been evident to Rob Cleek, senior manager of application systems administration. All of his key applications — including CRM, business intelligence and claims processing, and the Oracle databases they use — have been moved onto Pure Storage arrays.

“When we implemented our data warehouse on the Pure Storage array, we used Oracle Enterprise Manager to look at I/O against the database,” said Cleek. “It dropped like a rock, because it was all done through flash. The performance is incredibly speedy, and makes all our queries run much faster.”

The impact of the faster storage, to Cleek, is more consistent response times. “When you talk about database performance, you want queries to come back in the same time frame. Pure Storage has given us the consistency we want, which makes for a better experience for employees and customers alike.” In today’s competitive Pharma market, customers have choices, making sure Navitus’ systems are as close to real time as possible positively impacts customer satisfaction.

Cleek also reported a reduction in processing times for the vital adjudication application, which responds to pharmacies’ requests to approve payment for a prescription. “Processing times dropped by several hundredths of a second, which may not sound like much, but it makes a big difference to us when you consider we process 300,000 transactions a day.”

Navitus uses a business intelligence tool called QlikView to pull data from a database for analysis. “When we moved that file server onto Pure Storage, the error rates on QlikView dropped significantly,” Cleek reported. “We used to see a few failures every night, and now we haven’t seen a single failure for weeks. With so much data running back and forth with QlikView, we need very quick reads and writes. Pure Storage delivers that.”

**SIMPLIFYING MANAGEMENT DEMANDS**

The simplicity of Pure Storage arrays has sharply reduced the burden of storage management. “With the Pure Storage array, I spend less time worrying about performance or what IOPS we’re getting,” Williamson said. “We don’t have spikes in performance now; everything is very predictable. When we have a performance problem now, I know it’s not the array. Storage is the last thing we check now; it used to be the first.”

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Williamson also praised the data-reduction features of the Pure Storage array. “Our Oracle database used to consume 9TB and now it takes up just 3TB. That’s a big benefit to us, because it means we can store so much more data at no additional cost.”

He also praised the support from Pure Storage as “fantastic,” noting “I’ve gotten calls when they’ve noticed even a minor warning message they wanted to check out, just to make sure I agreed with what they planned to do. They have a lot of knowledgeable people we can reach out to.”

Navitus’ high level of satisfaction with Pure Storage has led to additional purchases of flash arrays. “Because of the performance, ease of use, simplified installation and configuration, we bought two more arrays,” Williamson reported. “We saw it, we loved it, and we bought more of it.”



**info@purestorage.com**  
www.purestorage.com/customers