KO
KOVE
more from less

the storage you need when time is money

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xfm case study: awac

"Since installing the XFM, we have professional, point-in-time backup coverage with zero impact to our users. The appliance just works.

The XFM team helped us throughout the entire procurement and deployment processes, being available to answer any and all questions. We're pleased with their ongoing service and support, and strongly recommend them to any organization looking to maximize the potential of it's FileMaker's solution. With the XFM our FileMaker solution is in the critical path and more valuable than ever."

— Jerry Sims,
　Software Developer
　AWAC

corporate background

AWAC (an inVentiv health company) is a proven healthcare solutions organization that couples the industry's leading claims surveillance engine and the expertise of AWAC's specialized physicians to save their customers money. AWAC identifies the claims that should not be paid and applies claim-specific strategies to make necessary corrections before they are paid. AWAC has the resources to detect, stop and fix claims.

The AWAC Engine, served by FileMaker, includes over 80-thousand physician-written algorithms. This engine uncovers claims that are likely to become catastrophic. Each case is detected via daily downloads of claims data, prescription data, and precertification records, cross-referenced to the AWAC database of advanced algorithms, and compared to over 90,000 actual cases and millions of claims. This process identifies fraud and abuse patterns. AWAC's team, consisting of over a dozen board-certified physicians, nurses and other healthcare personnel, evaluates the identified cases and develops claim-specific strategies.

5 minutes lost per hour

AWAC literally depends upon its data—they cannot afford to lose their medical-claim information or the resulting claims-surveillance analysis. Further, AWAC typically supports an average of 100 clients connected to FileMaker throughout its work period. AWAC wanted to minimize impact to users during backups and increase coverage. They decided to backup only seven critical databases (requiring FileMaker Server Advanced functions to do so) every hour, and the remaining databases every 24 hours. The hourly backup took 5 or more minutes to complete. This resulted in $33,300 dollars per month in lost corporate savings:

- 5 min per hour x 8 hours per day = 40 minutes per person
- 40 minutes per person x 100 people = 4,000 minutes per day
- 4,000 minutes per day / 60 minutes per hour = 66.6 hours per day
- 66.6 hours per day x 5 days per week = 333 hours per week
- 333 hours per week x 4 weeks = 1,332 hours per month
- 1,332 hours per month x $25.00/hour salary = $33,300 dollars per month

However, even given this optimization and its associated cost, AWAC still could lose as much as an hour worth of data for its critical databases and 24 hours of data from the rest of its dataset.

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$400,000 gained per year

AWAC decided to move their medical-claims-analysis engine to an XFM. AWAC now backs up all 27—not just 7—of its databases with zero impact to its FileMaker clients and users, with a professional retention schedule to boot. All the AWAC users were familiar with the FileMaker "coffee cup" (for Windows FileMaker clients) or "beach ball" (for OS X clients) that happens during native FileMaker backups. Some even became comfortable with the "beach ball," knowing that even though the interruption was depriving them of productivity, it was serving an important corporate purpose—to backup and protect the data.

When the coffee-cup/beach-ball suddenly disappeared one day—after the XFM had been put into production—some of these users even complained to the AWAC IT staff, saying that the new, no-backup policy was corporately irresponsible. Users were retrained to understand that, even though "invisible and instantaneous back-ups" seemed too good to be true, they were in fact happening more frequently and also covering the entire AWAC dataset.

AWAC continues to experience significant financial benefits. With the $33,000 per-month productivity savings, the XFM not only paid for itself in a month, but AWAC saves $399,600 per year ($33,300 x 12) in previously lost productivity savings. With FileMaker and an XFM AWAC reached the next level of business continuity and criticality – and best of all, at a fraction of the cost of any other option in the market.