vHealth by aetna®

vHealth by Aetna REVOLUTIONISES THE PRIMARY HEALTHCARE SYSTEM WITH TATA COMMUNICATIONS AS ITS TECHNOLOGY PARTNER

"Today, we have a user community of around 3.5+ million members, majorly because we are strong on the technology front. Tata Communications has played a very important role in achieving this goal," says **Nikhil Goel, Vice President - IT & Projects, vHealth by Aetna.**

TATA COMMUNICATIONS IS A KEY TECHNOLOGY ENABLER IN vHealth by Aetna GROWTH JOURNEY

'vHealth by Aetna' launched its vHealth virtual consultations service in India in 2016. Being into the virtual healthcare space, the company needed a technology partner that could serve as a one-stop-shop for all its technological needs. "We were not just looking for a vendor to take care of our IT needs but for a partner in the true sense of the term to come onboard and help us set-up an infrastructure with future growth in mind," says Nikhil Goel, Vice President - IT & Projects, vHealth by Aetna.

After evaluating multiple service providers, vHealth by Aetna chose Tata Communications based on the fact that it was the only company that could provide it with a complete end-to-end solution. "They had the physical infrastructure, the data centre and everything else that we were looking for in a technology partner. Tata Communications is also known as one of the best managed service provider in India." A detailed three-month long evaluation and proof-of-concept (POC) later, Tata Communications and vHealth by Aetna joined hands to become the early movers in the virtual healthcare space in India.

A single provider to manage end-to-end infrastructure

Grew from 8 to 50 servers in 5 years

Apprx 3.5 million vHealth membership

Quick issue resolution (within 24-48 hours)

SETTING UP A SCALABLE INFRASTRUCTURE TO OPTIMISE BUSINESS VALUE

Tata Communications set-up the entire infrastructure for vHealth by Aetna, right from data centre racks, network services to security solutions. Tata Communications has been providing MPLS, Point-to-point services, internet leased lines, managed hosting service, pre-dedicated servers, virtual machines and storage, DR solutions to managed security services including SIEM, cloud box and email protection services, for the past five years. In addition, Tata Communications provides a dedicated round the clock governance and maintenance of the infrastructure.

Aetna globally has very strong and robust infrastructure and information security services based business and Tata Communications came to the fore and helped us build such a robust and strong security infrastructure, that today when it comes to security and governance," adds Goel.

vHealth by Aetna, a fully owned subsidiary of Aetna, is one of India's leading healthcare benefits company. In India, it offers a remote consultation / telemedicine service named 'vHealth by Aetna' that enables users to consult a doctor virtually by phone or computer at any time of the day. With the focus on clinical excellence, digital technology and wide network of healthcare partners, vHealth by Aetna delivers primary care services by joining all the dots to provide its customers accessible and quality outpatient services. Its health partner network is spread across 38 cities.

A ROBUST HEALTHCARE ECOSYSTEM THAT'S GROWING YEAR-ON-YEAR

The company went from 8-10 servers to near 50 in the span of the last five years. "When we were setting up our solution, scalability was a very important component. Right from the start, Tata Communications designed the solution in a way that makes it easy to scale up when needed. The ease and speed at which we have been able to scale up our infrastructure in the past five years

has been phenomenal, thanks to Tata Communications. They have really been our technological backbone," says Goel.
"For us, it was the strong support that we got from Tata Communications, technically and otherwise," says Goel. Every time a ticket is raised, the issue would get solved within 24-48 hours.

"There was an incident in 2019 where we had an issue with the speed of our core application. We tried solving it at our end but were unsuccessful. When we raised the issue with Tata Communications, I remember that there were seven to eight different teams and their respective leads and managers that came together to identify and sort the issue. It was like fighting a war for the next couple of days to figure out where the problem is and to resolve it. What struck me at that time is the fact that all this support came so swiftly from all ends to help us through this problem. It really reinforced our belief and trust in Tata Communications," said Goel.

SERVICE & SUPPORT

The Spotlight support portal from Tata Communications has been of great help. Support right from L1 to L3 level is available 24*7 for the customer and the turnaround time in terms of response and action is very quick.

CLINICAL EXPERTISE ALONG WITH DIGITAL TECHNOLOGY WILL BE THE GAME CHANGER

The company is now looking to migrate its infrastructure on cloud. "We are looking at Tata Communications to be a potential partner to help in migrating from a hosted environment to a cloud environment. We are looking forward to work with them and come up with a cloud strategy and the best possible solution for our business. We are also looking at bringing in more analytic capabilities, AI and ML in our services for which we would evaluate a partner like Tata Communications," says Goel.

EXPLORE OTHER WAYS WE CAN HELP

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