

# Pyramid Healthcare optimizes the delivery of mental health services over the cloud with iland, now 11:11 Systems, IaaS.

SOLUTION: IaaS

## Client Profile

PYRAMID HEALTHCARE is a behavioral health company focused on mental health and substance abuse treatment. They offer in-patient and out-patient addiction recovery services to those dealing with alcohol and drug abuse and adolescent behavioral problems. They treat roughly 11,000 patients per day in 100 facilities spread across seven states, including Connecticut, Virginia, Pennsylvania, New Jersey, Maryland, North Carolina and Georgia.

## First Cloud

When Lawrence Bilker, CIO, joined Pyramid Healthcare in 2018, he brought with him a cloud-first strategy. Essentially, all cloud options would be evaluated before relying on their last choice of an on-premises solution. With limited on-premises facilities, the Pyramid team realized they needed a scalable solution for their electronic medical records system that would grow by leaps and bounds.

“Our company is in the business of behavioral health. We’re not a data center company. We’re not a telecom company. We’re not an Infrastructure as a Service provider,” said Bilker. “So, why not go get services from a company that does this for a living?” That company was [11:11 Systems].



## CHALLENGES

- Need for reliable reports to be readily available
- Scalable infrastructure needed for New Business Intelligence Platform
- Lack of space in existing on-premises facilities
- Medical records needed to be secure and available at all times
- Compliance rules require protected HIPAA patient information

## SOLUTIONS

- 11:11 Cloud (IaaS)

## BENEFITS

- Eliminate further infrastructure costs
- Provide on-demand scalability
- Focus on business growth and customer satisfaction
- Expert and patient technical support team
- Secure and always accessible data
- No hidden fees or upcharges
- Automated alert support system

## PROFILE

- Size: SMB
- Industry: Healthcare

# PYRAMID HEALTHCARE PARTNERSHIP CASE STUDY

"If you're looking for a partner that can provide you with an Infrastructure as a Service (IaaS) platform that has high availability at a reasonable cost with the flexibility and ability to adapt to any of your changing business, [11:11] is a phenomenal choice."

**Lawrence Bilker, CIO at Pyramid Healthcare**

## No More Growing Pains

While evaluating their cloud options, Lawrence realized there were many benefits to choosing Infrastructure as a Service (IaaS). With [11:11] Secure Cloud, they would no longer have to worry about purchasing, managing or supporting the underlying cloud infrastructure that was needed for their new platform and the large amounts of growing data. Less headaches around infrastructure, but also around-the-clock availability, faster time to market, and of course, on-demand scalability which is critical in the healthcare industry.



## Portal Perfect

In the two years since partnering with [11:11], Bilker and Pyramid Healthcare have migrated all but three of their workloads to the cloud. Bilker stated a key advantage for them was [11:11]'s easy cloud migration and its one-of-a-kind Secure Cloud Console, which provides a single pane of glass to view and run all of the different facilities and environments. "It was a huge selling point for us," said Bilker. "Being able to have a really easy interface to monitor and make changes to our environments very quickly, that was a big deal — not to mention the very strong platform underneath the hood."

## Ditching Downtime

Protecting patient medical records and data is, quite literally, a life or death matter — there's certainly no room for downtime. Since turning to [11:11]'s Secure Cloud Infrastructure, Pyramid Healthcare has experienced zero downtime in two years. "It's been wonderful, absolutely wonderful. Very consistent performance, 24 hours a day, seven days a week, 365 days a year," said Bilker. "If you're looking for a partner that can provide you with an Infrastructure as a Service (IaaS) platform that has high availability at a reasonable cost with the flexibility and ability to adapt to any of your changing business needs, [11:11] is a phenomenal choice."

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