



## ▶ A healthy partnership

*Emtec and Sun Microsystems work together to provide iHT Technologies with a prescription for success.*

Atlanta-based iHealth Technologies (iHT) is a national leader in providing full service solutions to address the correct coding needs for Health Insurance Payors. This includes automated solutions for the comprehensive processing, editing and coding of medical claims. The company handles more than 30 million claims each year, and many of the nation's largest health insurers depend on iHT to eliminate overpayments and ensure the accurate administration of medical payment policies.

With so much at stake, iHT requires a highly reliable and secure technology infrastructure that offers exceptional speed and capacity, along with extensive, proven scalability. That's why iHT counts on technology from Sun Microsystems and expertise from Emtec, Inc., to keep things running smoothly.

*"Our clients are very large healthcare companies with fiduciary responsibilities, so in order for us to do business with them, they need to be absolutely confident that we can manage large volumes of confidential data with great reliability," said iHT CEO Doug Williams. "The vast majority of our business is on a pay-for-performance basis. We can't afford any downtime or interruptions that could interfere with performance. We are essentially an arm of our clients' organizations, and we have to make sure we enhance their business."*

The iHT infrastructure is built around Sun Fire servers and Sun StorEdge arrays running the Solaris Operating System — a proven platform that provides industrial-strength processing capabilities. Emtec provides iHT with technical expertise and advice about how to best implement and configure the systems for maximum effectiveness.

*"Reliability, scalability, fault tolerance and ease of maintenance are very important for our business," said Kevin York, iHT Vice President of IT. "We require 24x7 availability on some of our applications, and we can't afford much downtime on others — certainly no unplanned downtime."*

*"Sun offers us enterprise-class machines that are both reliable and extremely scalable. The Emtec team helps us determine what would be the best fit based on our business requirements, and they provide us with recommendations about how to best implement those solutions."*

iHT actually runs two separate systems on Sun Fire 6800 servers. One is used for their primary business application — Integrated Claims Management Services, a proprietary medical transaction application that gives healthcare payors customized control and advanced contextual processing. The other system handles the data warehouse and reporting applications.

*"One reason iHT is as loyal to Sun as a brand is the scalability of Sun equipment," said Ron Lindsay, senior account manager at Emtec. "The processing power they require is in direct relation to the number and size of their customers. Since their business is very transactional in nature, they have to be able to add processing power quickly when they take on new customers."*

When iHT needed to expand their processing and storage capabilities recently, the company turned to Emtec for guidance. With help from Emtec and Sun specialists, the company upgraded its existing Sun Fire servers by adding four 1.2GHz CPU boards while also boosting its storage with a 9970 StorEdge disk subsystem.

**About Emtec:** Established in 1964, Emtec, Inc. is a systems integrator that provides IT services and products to the federal, state, local, education and commercial markets. Our market leading value-based management methods, coupled with best-in-class IT technology, consulting and development services, address a wide range of specific client needs, as well as support broader IT transformation initiatives. Emtec's service capabilities span the United States, Canada and countries around the globe.

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