



## BACKGROUND

Over the past few decades, Fortified Data has been a leading provider of database management and consulting services. Alveo Health connected with Fortified Data regarding technical problems that was severely impacting their day-to-day operations, our knowledgeable team stepped in and not only solves the immediate problem but provided solutions for future growth.

## THE COMPANY

Alveo Health is a Cincinnati-based healthcare claims clearinghouse that has made its mark in the industry by combing highly configurable services that with any practice management system together with long-term, personal relationships built over time with clients.

### GOAL 1



Gain a strategic partner to help offset work that internal IT team was completing in order to focus on critical business tasks

### GOAL 2



Keep Alveo Health's claims system healthy and available through the use of intuitive technology that best benefits Alveo Health's clients

## TESTIMONIAL

"It's nice to know Fortified Data is an email or phone call away in the event of a minor or major problem. They provide 24/7 support; you can typically get a response within 30 minutes or less as to the action plan and next steps. In a word "reliable". We lean on Fortified. They have proven themselves as excellent channel partners for Alveo."

Tim Doyle  
*Sr. Programmer/Analyst*  
Alveo Health



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# THE PROBLEM

At the start of engaging with Fortified Data, Alveo Health was dealing with SQL Server query lag and overall degraded performance issues. As an initial project, Fortified Data completed a database assessment and technical discovery to pinpoint the source of the problems. The team was able to optimize the environment and increase performance. Alveo Health realized the need for further database monitoring and management to guarantee that no further performance issues would occur and that their systems would remain optimized.

## STEPS

- 01 Initial Discovery**  
It was discovered that there were problems that Alveo Health could not initially see what was affecting overall performance.
- 02 Improving Stability**  
Fortified Data's team of experts not only solved the issues, but provided key recommendations for improving stability, scalability, and capabilities.
- 03 Long-Term Partnership**  
Fortified Data now acts as Alveo Health's strategic partner to help alleviate the stress of managing databases.

## RESULTS

With Fortified Data's 24/7 database managed services, not only has Alveo Health seen improvement and stabilization to their Microsoft SQL Server environment, but they are now able to have their team focus on their core business tasks. Time previously spent on addressing database administration and performance issues are no longer a concern due to Fortified Data's services.



 <b>Optimization</b> By compressing key indexes and creating automations around the reporting of sizes on their largest tables, performance issues were prevented from happening in the future.	 <b>Availability</b> With a highly available system in place, Alveo Health has successfully expanded their product offerings, allowing them to provide enhanced services to their ever-growing client base.
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## LET US SHOW YOU WHAT'S POSSIBLE

Our premier database managed services provide you with access to Fortified Data's expert team of database administrators. Whether you require remote DBA assistance or comprehensive database administration, our focus on stability, reliability, and availability guarantees efficient operation of your systems. Partner with us for unparalleled support and peace of mind.