

CUSTOMER STORY

Genetic screening company enhances compliance

Migrates HIPAA workloads to AWS with RapidScale



About the client:

Genetic screening helps countless patients make informed healthcare decisions every year. Yet historically, this critical value has been inaccessible to many people as genetic screening was a labor-intensive and expensive process. Ten years ago, Myriad set out to make genetic screening and counseling more accessible to a wider audience. Today, after over one million genetic screens, Myriad is a clear industry leader in genetic screening and counseling services. One secret has been to automate the genetic screening process.

Challenge

"From our high tech laboratory with custom robotics and chemistry to our reporting system, we have automated the genetic screening process and built a system that could scale to a much larger group of people," says Dave Peticolas, SVP of Technology at Myriad. "Automating our IT infrastructure on the cloud was the next logical step."

Myriad made the decision to migrate several of their critical applications to the Amazon Web Services (AWS) cloud. Their goal was to be able to automate provisioning of new infrastructure so that new products could be quickly and easily tested and launched. Rather than waiting months to provision new on-premises infrastructure, they wanted to test and launch new ideas in minutes. They also wanted to reduce their IT footprint and create a more efficient IT operation.

Partnering with HIPAA cloud experts

The Myriad team quickly realized that while their team is very savvy about cloud technology and application development, they needed an expert partner to help them build a fully-automated, HIPAA compliant AWS environment.

Myriad
genetics®



"RapidScale functions as a true extension of our team, so when we have issues it's not just our problem, it's theirs too.... RapidScale's proactive response coupled with their deep understanding of our environment makes AWS management easy."

Dave Peticolas,
SVP of Technology,
Myriad

"RapidScale is a clear leader in HIPAA compliance on AWS. They integrate automation into every stage of their cloud management and compliance process, creating immediate synergies for our partnership," says Peticolas. "RapidScale also gave us access to experts at every stage of the cloud journey - from our first call all the way through migration and ongoing management. Other companies have cloud experts, but RapidScale went above and beyond to ensure we had access to the same group of highly trained engineers from Day 1."

RapidScale began working with Myriad to document their existing on-premises systems and requirements for their AWS environment. They then architected an AWS solution that meets HIPAA standards for infrastructure security, monitoring, incident management, logging, and documentation. RapidScale has experience building hundreds of AWS cloud systems for healthcare companies, and its internal systems and personnel are audited annually for HIPAA and HITRUST, so Myriad could rely on RapidScale's processes to meet HIPAA standards.



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Dave Peticolas,
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"What RapidScale brought to the table was best practices around setting up a really secure database environment, automatic patching of exterior hosts, the consistent and thorough use of security groups, integration with Alert Logic software, and other critical areas of HIPAA compliance on AWS," says Peticolas. "We are able to retain control of our environment while relying on RapidScale to provide their AWS security expertise so we're using the right tools and the right configurations."

Myriad's AWS environment is set up in a hub-spoke VPC model, where critical security and management capabilities are centralized and environment tiers are "spokes" off of this central hub.

Using a hub-spoke VPC layout provides a separation of concerns, network isolation, and an easy basis for comparison of security groups. RapidScale also set up a PostgreSQL replica from Myriad's datacenter to a PostgreSQL server running on Amazon EC2 with replication between the two sites via AWS VPN gateway. Myriad uses the RapidScale Pulse portal as a single hub to access Alert Logic, cost monitoring, and ticket support systems.



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