



## NextGen Healthcare Grows its Business and Better Serves Clients with Streamlined Data Integration



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**David Alvaro**

Software Development Team Lead, Enterprise Applications at NextGen Healthcare

### Goals

Deliver fast, reliable data integrations across real-time and batch operations to improve sales contact management and client service

Rapidly transition from a legacy integration platform to a robust cloud-based solution

Transform IT capabilities to improve operational efficiency

### Solution

Completed a complex data integration across dozens of critical business applications, including Salesforce, SAP, and Slack

Redesigned and developed point-to-point integrations, as well as FTP processes

Moved both real-time and batch integration workloads onto the Informatica platform

### Results

Accelerated customer pipeline operations, helping to drive faster revenue realization

Delivered crucial integrations between Salesforce and SAP, ensuring reliable data exchanges with minimal downtime

Internal cases relating to integration issues decreased over 50%



## About NextGen Healthcare

NextGen Healthcare is a leading software provider for a range of medical, dental, and behavioral institutions. The company's core products include Electronic Health Records and Practice Management technologies, though its full catalog includes solutions for population health, patient portals, and more. NextGen Healthcare's integrated solutions help its clients to work more productively and improve the patient experience.



## Informatica Success Story: NextGen Healthcare

NextGen Healthcare has a clear objective: to empower the transformation of medical care performed outside of hospitals, also known as ambulatory care. Through its partnerships with medical, behavioral, and dental providers across America, the company's IT platform helps to make clinics more productive and financially successful, which in turn puts them in a position to deliver a higher standard of care.

More than 155,000 caregivers rely on NextGen's technologies each day. As the company continues to strengthen and build new relationships, it is also transforming its own IT capabilities to operate more efficiently. [Informatica Cloud Data Integration](#) is at the center of this transformation, seamlessly connecting dozens of critical applications that help NextGen to manage contracts and serve clients.

"We operate in a complex industry that requires high-quality data management and integrations between IT systems," says David Alvaro, Software Development Team Lead, Enterprise Applications at NextGen Healthcare. "Informatica helps us to connect Salesforce to SAP for contracts and billing, manage file transfers with financial institutions, and ensure our data practices comply with the government's 21st Century Cures Acts."

## Beating the Uptime Blues

Alvaro and his team began their journey with Informatica in December 2018. NextGen's previous data integration platform could no longer keep up with its needs, nor did it offer the reliability Alvaro and his team needed to support the business' ambitions. "Our old platform didn't provide the uptime we needed and slowed us down whenever we needed to spin out a new integration. It was time for a change, and Informatica was at the top of our list from day one," he says.

With the help of Informatica's online self-paced learning, Alvaro proceeded to redesign and develop NextGen's point-to-point integrations and file transfer protocol (FTP) processes. Just nine months later, the platform was up and supporting dozens of application integrations across the organization.

"The big integration for us was between Salesforce and SAP, as that forms the foundation of our customer pipeline," says Alvaro. "But there's much more. Our finance team relies on integrations between SAP and our SQL databases, our sales teams rely on Slack integrations to communicate internally, and we have a number of home-grown applications that are also integral to our operations."

With so many integrations to support, the ability to go live with Informatica in less than a year was a major advantage, freeing up Alvaro and his team to focus on supporting NextGen's client objectives.

## Reliable Integrations Meet Responsive Support

NextGen's clients include a range of healthcare institutions, from local providers to major health systems. No matter the relationship, every new sales opportunity is sent to SAP via the Informatica platform, allowing NextGen's sales team to quickly create contracts and track its billing. Contract numbers are sent back via Informatica to NextGen's Salesforce application, ensuring that the CRM platform is up to date with every live project.



## Inside The Solution:

- Informatica Cloud Data Integration

*“The fact that we were able to set up Informatica and have it managing all of these tasks so quickly has been immensely helpful. On top of that, the platform’s rock-solid reliability and support allow my team to focus on the large and growing list of responsibilities on our plates.”*

### David Alvaro

Software Development Team Lead, Enterprise Applications at NextGen Healthcare



“Our integrations between Salesforce and SAP are critical. If they don’t work, we don’t make money,” says Alvaro. “In the event of downtime, we’re stuck.”

Alvaro is adamant about the importance of reliability to his team, especially as they rely on cloud-based platforms to avoid the burden of managing on-premise IT.

“With Informatica, we no longer spend time chasing down problems with our integration platform,” says Alvaro. “Just as importantly, Informatica’s support team is always available, and in the rare event of a problem they come back with a working solution right away.”

Today, NextGen teams use the data integration platform for both real-time and batch workloads. Real-time tasks include the customer and contract integrations between Salesforce and SAP, real-time case notifications sent via Slack, and bug detection between Salesforce and Jira. Batch workloads are equally diverse, from weekly file transfers between SAP and Salesforce to customer data integration (CDI) updates.

## Making Room to Breathe and Grow

In terms of operational efficiency, Alvaro is focused on reliability. He and the team are no longer chasing down problems with their integration platform or trying to get a hold of a support team which is unresponsive, which lets them focus on other tasks. “The fact that we were able to set up Informatica and have it managing all of these tasks so quickly has been immensely helpful. On top of that, the platform’s rock-solid reliability and Informatica’s world-class support allow my team to focus on the large and growing list of responsibilities on our plates,” says Alvaro.

Thinking back to how far NextGen’s data integrations have come, Alvaro takes pride in his team’s ability to provide smooth, reliable integrations for the business. “I’m lucky to work with the best team I’ve ever been a part of in my career, and with the help of Informatica we’ve got some breathing room to really flex our IT muscle,” he says. “Not only have we come together to deliver a great project, we’re also in a better position than ever to support NextGen in the next stage of its journey.”

Digital transformation is changing our world. As the leader in enterprise cloud data management, we’re prepared to help you intelligently lead the way. To provide you with the foresight to become more agile, realize new growth opportunities or even invent new things. We invite you to explore all that Informatica has to offer—and unleash the power of data to drive your next intelligent disruption. Not just once, but again and again.

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