

# SaaS Success Story: RamSoft

*A healthcare software service provider's experience*

**HOSTWAY**  
GLOBAL WEB SOLUTIONS

## A Tale of Reliability, Support...and Support Call Avoidance

For 16 years RamSoft has been providing patient information management systems that enable the healthcare community, such as imaging facilities, radiology centers, ambulatory and acute care practices, to offer a superior level and quality of patientcare by streamlining their workflow. With a 90% customer retention rate, RamSoft is dedicated to building strong client relationships and providing outstanding service.

### ***The Issue***

With no previously hosted software solution, RamSoft found that they were not meeting the needs of smaller businesses. These firms could not afford to hire an IT department of their own for on premise software. Therefore, an interest in hosted software emerged with this target group. RamSoft recognized these needs and decided to provide clients with an option of [hosted software](#), commonly referred to as software as a service, or 'SaaS.' To do so, they knew that they needed a reliable infrastructure hosting partner and reached out to the top three Web hosting companies in the United States to determine the best fit for their business.



### ***The Solution***

After issuing an RFP to each of the top providers, RamSoft determined that [Hostway was the most compatible match](#). Hostway was chosen as the ideal partner for a number of reasons: length of time in the business which displayed both stability and success, rapid response time from the tech team, compatibility with service needs, and a knowledgeable sales team.

Hostway began its partnership with RamSoft in 2008. Hostway offers both services and support to the RamSoft team. They host eight separate accounts, each including [Firewall Protection](#) as well as [HIPAA](#) and SAS70 Type II audit. They have a total of approximately 25 servers, all offering [load balancing](#) and adjusted bandwidth for multi-service solutions. With 12 data centers located in North America, Europe, and Asia, Hostway allows RamSoft to grow without having to pursue other Web hosting options.

#### **RamSoft's Goals**

- Offer Hosted Software
- Partner with Top Hosting Provider
- Quick & Seamless Transition

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## **The Result**

The RamSoft partnership with Hostway has been based on a strong level of services and reliability with both companies reaping the benefits. The minimum level of support calls required by Hostway's hosted software solution provides RamSoft with not only satisfied customers, but it also reduces RamSoft's tech team's time on support calls. On premise software has a higher potential requirement for support with a potential for hardware-related issues as well as human error. RamSoft has even seen something as simple as hardware that was accidentally unplugged causing a need for tech support. Of course, support time is money to a company, so RamSoft not only receives a valuable product and service with Hostway; it saves them money as well.



"In the two years we have partnered with Hostway, I can never remember it being down. Reliability was an important factor in RamSoft's decision, and Hostway has delivered 100%."

Marilyn Solano,  
Marketing/Business  
Development Director

## **About Hostway**

Hostway Corporation offers a complete portfolio of hosted infrastructure solutions, including virtual managed servers, managed services, cloud hosting solutions, server and equipment colocation, network services and value-added IT solutions to enable your organization to compete in a global, technology-driven economy. Hostway serves small businesses to large corporations with an emphasis on innovation, superior customer service, and reliable network and data center infrastructure. Hostway's global footprint and 12 state-of-the-art data centers comprise more than 250,000 square feet of commercial hosting space. Founded in 1998, Hostway is one of the world's largest Web hosting companies, serving nearly 2 million direct and indirect customers with a presence in 13 countries, 17 worldwide operation centers and more than 700 employees.