

Weigh Less

Health site turns to Nexcess
for HIPAA compliant holiday reliability



Customer overview

Sarah Myer maintains the websites for North Carolina State University's online program that supports Americans managing diabetes and obesity.

The health program's most popular site, esmmweighless.com (Eat Smart, Move More, Weigh Less), offers a free weight maintenance program during the holidays and sees a significant increase in traffic during this period.

In the past, a surge in traffic on the first day of the holiday challenge caused their cloud server to crash. As a result, many potential participants were unable to access the site and ultimately lost the motivation to continue.

On top of the reliability problems, compliance-related issues also came into play. Because sharing health information is a privacy concern, HIPAA compliant servers had to be implemented to conform to the Health Insurance Portability and Accountability Act (HIPAA).

The consequences of the loss of personal medical data could cause irreparable damage to a patient and the site it was taken from. Myer needed a solution to the reliability issues caused by increased traffic, as well as a partner to manage the migration to a HIPAA compliant server to minimize legal risk.



INDUSTRY

Public health

PRODUCTS

Cloud server,
dedicated HIPAA server

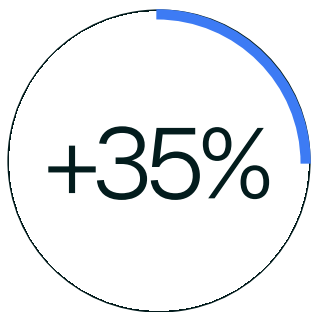
PAIN POINTS

The weight loss site offers free programs during the holidays, but often suffered from cloud server crashes due to increased traffic. In addition, user data needed to be securely stored on HIPAA compliant servers without slowing the service down.

How Nexcess helped

Transitioning to HIPAA compliant servers resolved the traffic surge issue, and the platform has experienced no outages since the migration. In addition to managing the technical requirements, our expert support team consistently delivered responsive, reliable service.

Myer explains why the Enterprise support program was essential: “Having a single account executive to handle everything during the migration gave us someone that we could consistently approach for help. It’s nice to have a consistent point of contact, but anyone that we talk to in Nexcess support has been absolutely fabulous. Even my developers say they like working with Nexcess because of their support.”



The cloud server handled a **35% increase in traffic** without a single outage.

“The most impressive piece of your company is your technical support. Many of my team members have no technical background when it comes to server maintenance. They’ve been able to fix things and explain why they’re fixing them.”



Sarah Myer, Evaluator



After the new Nexcess infrastructure was implemented, monthly traffic to the cloud server grew from 20,000 to 27,000 year over year. In 2017 alone, the server handled a 35% surge in traffic without a single outage.

With other sites successfully migrated to a HIPAA compliant environment, the health program team was also able to upgrade and expand their remaining cloud-based sites.

Ready to strengthen your own site with reliable managed hosting? Speak with a Nexcess hosting advisor to get started.

About Nexcess

Nexcess powers content, commerce, and growth for small and midsize businesses, and the designers, developers, and digital agencies that support them. A leader in managed hosting and cloud services, Nexcess is known for high-performance products and responsive, expert support.

Serving more than 30,000 customers across 150 countries, Nexcess owns and operates its core data centers and offers solutions ranging from bare metal servers to fully managed WordPress and WooCommerce hosting. The company has earned some of the highest customer loyalty in the industry and has been named to Inc. Magazine's Inc. 5,000 list for 11 years.

