

Built for Your Future: How Grenic Scaled with Veradigm Hosted EHR and PM

A hosted approach built for the future

Grenic Inc. has supported medical practices for 15 years with billing, consulting, and full office management services. When founder and CEO Ken McGraw began evaluating EHR solutions, he relied on his deep background in enterprise technology and disaster recovery. For him, the decision was non-negotiable.

"There is no way I would ever support EHR software on premise," he said. "Hosted was the only option that made sense."

That decision shaped the foundation of Grenic's business. Today, the organization supports roughly 80 users across eight practices, all accessing Veradigm solutions through the Azure-hosted environment.

Leaving unpredictability behind

Before moving into Azure, hosting was a daily struggle. Outages were frequent, communication was limited, and practices felt the impact.

"There were years where I woke up with knots in my stomach because I didn't know if the system would be up," Ken recalled. "My phone rang nonstop. It was exhausting."

Everything changed when Grenic joined an early Azure pilot program, now known as Veradigm Cloud Solutions with Microsoft Azure. Ken worked with Veradigm engineers to refine and stabilize the environment.

CLIENT PROFILE

PROFILE

- Medical billing and office management company serving multiple independent practices
- Fifteen years in business, providing billing, technical, and consulting support
- Supports 8 practices, 8 locations, 13 providers, and approximately 80 users across the Veradigm Suite
- Focused on operational efficiency, financial performance, and sustainable growth for small and mid-sized practices

VERADIGM SOLUTIONS

- Veradigm EHR
- Veradigm Practice Management
- Veradigm Payerpath
- Veradigm FollowMyHealth
- Veradigm Hosting

CHALLENGES

- Past instability and outages in pre-Azure hosting environments
- Risk exposure associated with on-premise servers and data loss
- Need for a secure, scalable, standardized system across multiple practices
- Maintaining reliable performance for providers across different locations

SOLUTIONS

- Early adoption of Veradigm's Azure hosted environment
- Standardized access and workflows for all users
- Ongoing security enhancements including Duo multi factor authentication
- Smooth onboarding for practices migrating from on-premise systems

OUTCOMES

- More than five years with no downtime tickets logged
- Fully scalable environment that supports multipractice growth
- Lower IT burden and elimination of hardware replacement costs
- Reliable performance even on low bandwidth backup connections
- Significant reduction in operational and data loss risk

The improvements were immediate and transformative.

"It's been about seven years since we first moved to Azure. I have not logged a ticket for being down in over five years."

Scalable infrastructure that supports growth

As a billing and consulting company supporting multiple practices, Grenic depends on scalable technology. Azure's flexibility lets the organization onboard new practices, add users, and support multi-location access with ease.

"Scalability is very important. Azure is dynamic and can scale well beyond my needs without a second thought."

Standardized workflows also ensure that staff across every practice have the same experience.

"Everyone logs in the same way regardless of location. There's no special training needed."

Security that strengthens confidence

Security is a critical factor for medical billing organizations. Veradigm's continuous enhancements, including Duo multi-factor authentication, have reinforced that confidence.

"We had Duo up and running within 10 or 15 minutes for every user," Ken said. "Not one complaint. It works."

Azure's built in redundancy also provides reassurance that on-premise servers simply cannot match.

"I have watched companies lose everything with on-premise setups. I never want any part of that. Azure gives me peace of mind."



Scalability is very important. Azure is dynamic and can scale well beyond my needs without a second thought.

— KEN MCGRAW
GRENIC INC.



Performance practices can count on

Whether users log in from a billing office, clinical location, home, or another remote setting with internet connectivity,, performance is consistently strong.

"We have a 10-user office that switches to a 3G CradlePoint backup when the internet drops. Nobody knows the difference. The system just works."

Multiple practice locations see the same benefits.

"Our billing office is separate from the practices and nobody notices any difference. It is seamless."

Hosted vs on-premise: A clear contrast

Practices that rely on on-premise servers face considerable operational challenges that hosted environments are designed to eliminate. Key differences include:

- On-premise servers expose practices to unnecessary risk
- Hardware refresh cycles and maintenance drain budgets
- Hosted environments eliminate single points of failure
- Azure's redundancy and performance far exceed local setups
- Predictable costs and reliability make hosted the sustainable choice

As Ken describes it, "There's no other way to do it."

What's next for Grenic

Grenic plans to continue growing within the Veradigm hosted environment, helping practices expand without adding IT complexity. Ken remains confident in his decision.

"If a practice is hesitant, I help them think about the real cost of maintaining on prem hardware. Hosted is the future. Veradigm in Azure makes it simple."

Move beyond unpredictable hosting

See how Veradigm Cloud Solutions with Microsoft Azure can help reduce risk, improve uptime, and simplify IT management for your EHR and PM. Contact us today to learn more or [schedule a demo](#).