

# Ruvos dramatically bolsters its business by implementing and supporting the Rhapsody platform for its customers

## The customer

A provider of health IT services for both the public and private sectors—including public health agencies, hospitals, physician practices, and pharmaceutical companies—Ruvos’ offerings include cloud migration, project management, data integration, and cyber security. Established in 2004, the organization now serves multiple organizations in the US and throughout the world.

## The challenge

Expensive, clunky, built on old technology, lacking a slick user interface, and not cloud ready—those are just a few of the ways Eduardo “Eddie” Gonzalez Loumiet, CEO, Ruvos, described the handful of integration engines for which his organization provided consulting, implementation, and support services when it first debuted.

“There were also some open source solutions,” said Gonzalez Loumiet, “that met some requirements of smaller organizations, but they weren’t user friendly for those who didn’t have a lot of integration experience. That proved problematic when we were bringing our clients’ users up to speed.”

Customer	Ruvos
Location	Tallahassee, Florida, U.S.A.
Website	www.ruvos.com
Organization type	Data integration and cloud computing company
Product implemented	Lyniate Rhapsody
Key benefits	<ul style="list-style-type: none"> <li>• Empowers developers—with its intuitive GUI—to easily monitor its interfaces</li> <li>• Supported by a large global community of certified developers</li> <li>• World-class training, certification, and support from Lyniate</li> <li>• Accomplishes high-complexity, large-scale integration implementations</li> <li>• Supports AWS, Azure, and other cloud deployment models</li> <li>• Lowest total cost of ownership via unique architecture and minimal hardware requirements</li> </ul>

Then, one day, one of Ruvos' customers chose Lyniate Rhapsody.

"The customer asked us to support it, to monitor its interfaces, and to develop around it," said Gonzalez Loumiet.

However, since no one at Ruvos had had any experience with Rhapsody at the time, Gonzalez Loumiet and the Ruvos owners recognized that, if their organization was going to satisfy this client, Ruvos would have to make a significant investment in training.

"It would be a risk, we realized," said Gonzalez Loumiet. "What if we invested in all of this training for just this one client? What if this was a novelty solution that would become irrelevant to the market in a few years?" So Ruvos did its due diligence, researched the market, and quickly made a startling discovery.

***"I realized that Rhapsody is one of the best integration solutions out there. We needed to learn it right away, promote it, and be able to support every single Rhapsody installation opportunity that came to us. Period."***

**Eduardo "Eddie" Gonzalez Loumiet**  
CEO, Ruvos

## The solution

With Ruvos poised to gain a strategic market advantage by adding Rhapsody to its portfolio of supported solutions, the organization became a premier expert in the implementation of a proven, industry-leading interoperability platform that:

- Empowers entry-level developers—with its intuitive GUI—to easily monitor its interfaces
- Has the support of a large community of certified developers
- Comes with Rhapsody's world-class training, certification, and support offerings
- Accommodates the most experienced developer's most sophisticated builds
- Stands ready to satisfy any organization's cloud-first initiative
- Minimizes or eliminates the need for full-time developer support, thanks to its easy-to-navigate, user-friendly interface

## The results

Today, nearly a decade after Ruvos implemented its first instance of Rhapsody, Gonzalez Loumiet looks back fondly at the mutually beneficial relationship his organization and Rhapsody have come to enjoy.

“The Lyniate organization is a great partner,” said Gonzalez Loumiet. “When we see an opportunity that that the Rhapsody platform is a good fit for, we know we can go into it with a team of our own certified Rhapsody engineers—we have 15 on staff as of 2017—as well as the support of the broader organization.

Gonzalez Loumiet tells the story of how the Rhapsody organization, in the midst of responding to an HIE’s RFP, invited Ruvos to co-present to the HIE as a partner.

“We got to know the Lyniate senior management better and see firsthand their commitment to small businesses like ours, and we were honored,” said Gonzalez Loumiet. “The trust they show us is amazing, and the support they offer us—where I can pick up a phone and have a Rhapsody expert on the line in five minutes—is astonishing. We’re treated like we’re actually a part of Rhapsody.”

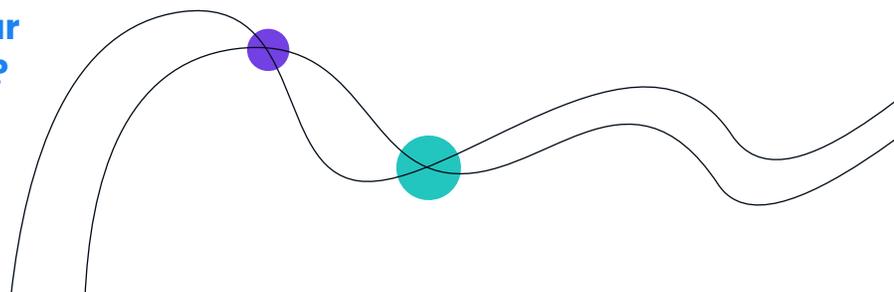
Most significant to Gonzalez Loumiet, however, are the career-development opportunities Lyniate has

offered the Ruvos team. “Most integration engine vendors do not offer robust certification and training programs,” said Gonzalez Loumiet. “Certification is a good thing, but training is a great thing. From a competitive perspective, you’re only as good as your people and your tools, and having Rhapsody-certified implementers, integrators, and consultants on staff has helped transform our organization. It’s been a game changer for Ruvos that’s produced dramatic results for our business pipeline and bottom line.”

## Future developments

“We’re thrilled about the things we have in store with Rhapsody,” said Gonzalez Loumiet. “We’re continuing to train and certify our people and do our own miniature R&D initiatives, and we see a significant future in the cloud environment and cyber security. We have concepts for Rhapsody appliances that we could potentially white label or resell, strategies for installing Rhapsody in rural healthcare organizations, and much more. Because Lyniate has been so committed to nurturing a relationship with us, we’re eager to invest time, effort, and money into further strengthening that relationship and preparing our team to be the best Rhapsody engineers on the planet.”

## Ready to connect health data in your environment and upskill your team?



Rhapsody® Integration Engine is intended only for the electronic transfer, storage, or display of medical device data, or the electronic conversion of such data from one format to another in accordance with a preset specification as specified in the product manual and/or related documentation. Rhapsody Integration Engine is not intended to be used for active patient monitoring, controlling or altering the functions or parameters of any medical device, or any other purpose relating to data obtained directly or indirectly from a medical device other than the transfer, storage, and conversion of such data from one format to another in accordance with preset specifications.

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