

# SUCCESS STORY



**NetFoundry**

## RHAPSODY

Rhapsody is a global technology provider specializing in interoperability solutions to healthcare organizations. It provides infrastructure for agent-ready interoperability so organizations can connect systems, reduce integration burden, and prepare their data for agentic AI.

**More than 1,900 healthcare organizations in over 30 countries trust Rhapsody's solutions to integrate data across complex environments, improve data quality, and support scalable, real-time data exchange.**

Rhapsody's product offerings include the following key features:

- Integration Solutions— to connect systems across ecosystems, orchestrating data exchanges.
- Identity Data Management— for identity resolution and accurate, trusted person records across fragmented systems.
- Semantic Clinical Terminology— to and standardize clinical data for analysis and AI.
- AI-Powered Automation— to reduce manual effort and resolve issues faster.

These offerings are provided in a variety of delivery options to meet customer needs, including both on-premises and SaaS. The on-premises offer, Envoy, includes the Envoy Edge capability enabling Rhapsody staff to perform remote administration.

## Rhapsody Customers and Service Delivery

Rhapsody serves healthcare providers such as hospitals and clinics; public institutions such as the VA and the NHS; and health tech companies, payers, and life science organizations. Essentially, they provide a digital health superhighway that connects upstream data sources to clinical workflows.



*From checking into a hospital all the way through radiology, blood tests, labs, and imaging — the whole longitudinal journey of a health record passes through our system.”*

*– Kevin Day, Rhapsody CTO*



A key aspect of the Rhapsody offerings is the flexibility with which it can be deployed. For customers deploying Envoy, Rhapsody either hosts the software (iPaaS) and actively delivers, manages, and monitors the integrations for the customer, or alternatively, customers can opt for “Edge,” where Rhapsody provides the Envoy integration services, but the software is deployed in the customer’s own cloud or on-premise environment. For customers selecting Envoy Edge, data privacy and control is key but integration expertise from Rhapsody is essential.

## The Challenges

Rhapsody faces many challenges in supporting their healthcare customers, including the following:

- Healthcare providers often demand a mix of on-premise, cloud, and SaaS solutions.
- Provider IT resources often lack networking and integration expertise.
- Highly regulated environments require HIPAA and HITRUST compliance.
- Extensive data security requirements are enforced by certifications and governance.
- System reliability is a top priority.



*We don't tell our customers where their data needs to be. We'll meet them where they are—on-premise, in their own cloud, or in our SaaS solution.”*

*– Kevin Day, Rhapsody CTO*

To face these challenges, Rhapsody needed to supply extensive networking expertise. When customers were driving connectivity choices, they would often insist on legacy networking methods like point-to-point VPN tunnels or IP tunnels. Connecting Rhapsody's internal team to a customer's system was challenging, requiring the deployment of AWS workspaces, manual IP whitelisting, or customized offers that didn't meet expectations.

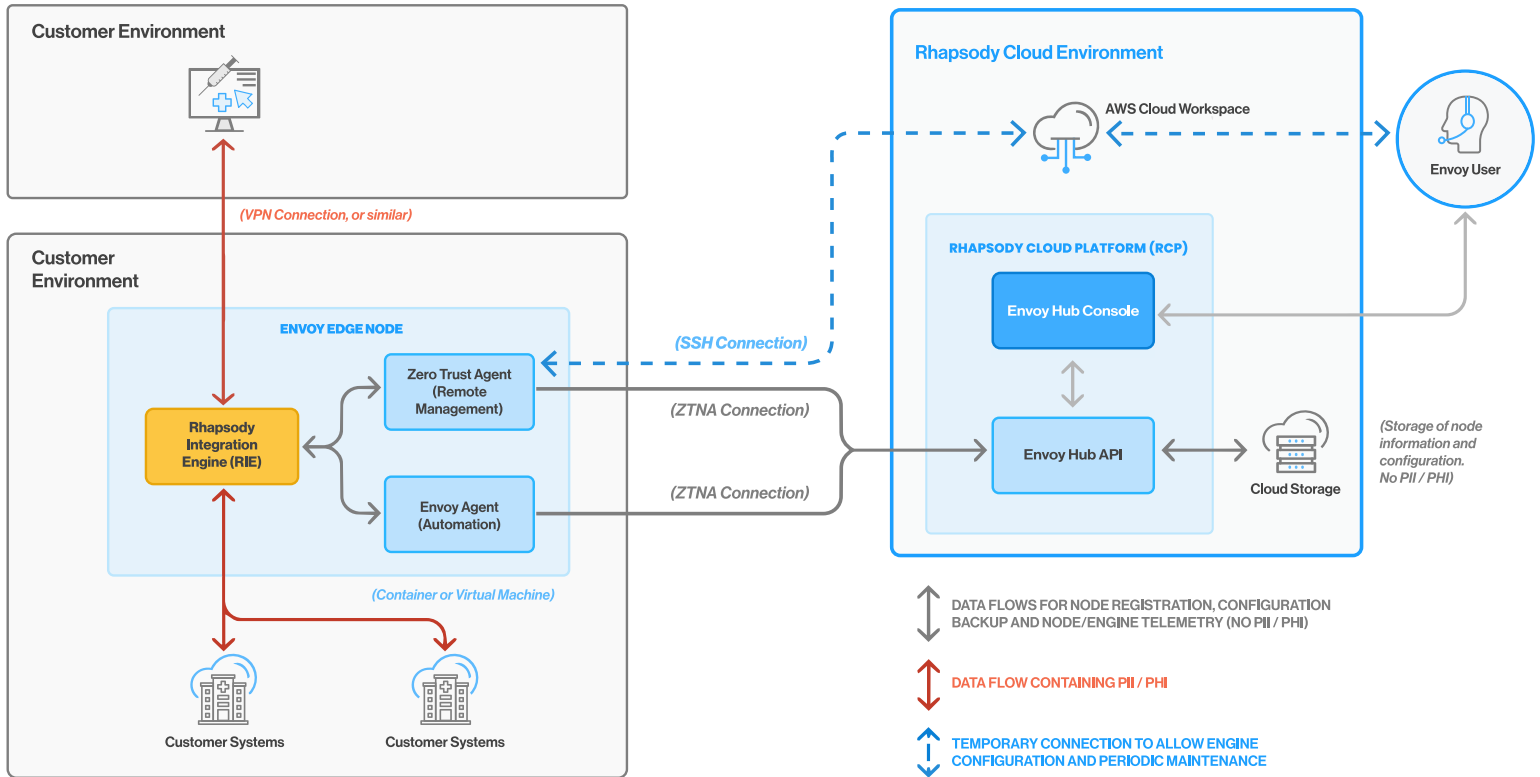
As a result, Rhapsody's cloud operations team was managing several hundred of these brittle tunnels, resulting in several daily requests just for IP whitelisting. Adding to the complexity, there was limited visibility into the connectivity of all the tunnels and how they were used.

## The NetFoundry Solution

Rhapsody looked at several alternatives to NetFoundry and even implemented a competitive solution—but was never satisfied. There were bugs and gaps that required falling back to old-school IPsec VPN tunnels and IP whitelisting for many use cases. These issues delayed project delivery and required continual manual intervention to prevent harming their customer experience.

As their experts searched and evaluated alternative solutions, Rhapsody discovered OpenZiti and started exploring a partnership with NetFoundry to use the turnkey platform offer. **Moving to the NetFoundry Platform delivered the broad-based, secure, and easy-to-deploy connectivity that Rhapsody (and their customers) was looking for.** Rhapsody quickly incorporated NetFoundry's Zero Trust SDK into their software, enabling secure remote access as well as the ability to manage Rhapsody products throughout their lifecycle.

# Rhapsody Envoy Edge



## With NetFoundry:

- Rhapsody can deploy network connectivity endpoints to a cloud or on-premises site, to a particular server, or directly embedded into an application.
- Provisioning is fast and easy. All connections are outbound only.
- Rhapsody and their customers don't open any inbound ports on their firewalls or need to configure port forwarding.
- All data is encrypted end-to-end and utilizes a private, secure, and scalable overlay network.
- Rhapsody has visibility into the connectivity they've established for each of their customers, simplifying management.
- Secure networking expertise and strong partnership approach helping Rhapsody to drive speed-to-market and measurable success.



*We had a very tight timeline to demonstrate to our customers that this new solution approach would work for them, and NetFoundry was able to really help us with the acceptance and speed to market."*

*– Kevin Day, Rhapsody CTO*

## Performance & Benefits

NetFoundry provided Zero Trust Network Access (ZTNA) without Rhapsody needing to build it themselves. This allowed the Rhapsody team to securely connect into a customer's network to manage deployments without exposing the customer's network to the public internet. Leveraging NetFoundry's platform also quickly enabled delivery of a complex partner offering in China, seamlessly deploying an Alibaba cloud instance to achieve consistent healthcare integration connectivity in a new, growing geography.

**Overall, new Envoy Edge deployments are now completed on very tight timelines, and the internal Rhapsody teams are relieved because they no longer have to figure out challenging networking setups customer by customer.**

A big plus is that the solution is very well accepted by Rhapsody customers. Even better, it NetFoundry's focus aligns perfectly with Rhapsody's strategic vision and product roadmap, including delivering AI driven innovation. Visit Rhapsody: [www.Rhapsody.health](http://www.Rhapsody.health).



*NetFoundry provides the secure network foundation Rhapsody needs to support private, policy-based access across distributed healthcare environments, including applications, APIs, workloads, and emerging AI-enabled workflows. That security layer complements our integration platform by helping customers modernize while protecting mission-critical data exchange."*

*– Kevin Day, Rhapsody CTO*

## About NetFoundry

NetFoundry helps businesses secure connectivity between components of their widely distributed workloads, across any set of networks. Founded by the inventors and maintainers of the world's most-used open source zero trust software, OpenZiti, NetFoundry's Identity-First Reachability™ enables zero trust connectivity with no VPNs, no open inbound ports, and no firewall changes.