

Migrating from a legacy MDM

Five pitfalls to avoid when upgrading



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Maximizing your digital ecosystem investment requires unifying and standardizing all siloed data. To maintain high-quality data, most legacy MDM solutions will need periodic upgrades. These upgrade events require a considerable amount of cost and investment.

Innovative healthcare organizations will need to benchmark their options when a legacy MDM solution has run its product life cycle. Upgrading and maintaining the status quo may be more expensive than other alternatives in the market. When your platform has become inflexible and no longer supports the business needs, or when the vendor no longer has the knowledge in-house to support the legacy software, or when there is lack of innovation, you should reevaluate your options. Upgrading is a challenging task as well, and there are certain issues you should be aware of.



1. The expertise of your implementation team

For a smooth transition, you should work with an integrated team that can provide a turnkey solution.

Cost — Too often organizations will outsource their implementation team. Consultants have variable rates and the costs to upgrade are not firm. This can quickly turn into a very expensive endeavor.

Knowledge — When an implementation team isn't vertically integrated, quality of service may suffer. They may not have the decade-long experience you need to ensure a smooth transition.



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2. Technology

When evaluating whether to upgrade or make a change to your digital ecosystem, that decision will impact your entire tech stack, benchmark solutions that will completely integrate and enhance your platform.

Accuracy — Legacy MDM is only as good as the data you have. Review solutions that are proven to be the best leveraging proven technologies such as Referential Matching™ and bring real-world performance to your organization.

Integration — Identify solutions that can connect and enhance your existing tech stack. MDM that is born in the cloud from the ground up cannot only fully integrate your ecosystem, but also improve the performance and quality of the data to get the most out of your investment.

Innovation — Does your vendor offer continuous innovation with predictable release schedules and continuous customer strategic inputs.



3. Legacy data

Migrating over to a new platform isn't simply flipping a switch. Your entire foundation is built on legacy data that can't be thrown away.

Data quality — Benchmark solutions that will properly layer your matched legacy data to ensure you don't have any disruptions. This data will need to be preserved and utilized in specific ways to ensure a smooth transition. Over time, it will be updated and replaced with your new platform data, but this will need to be implemented within best-practice methods.

Data governance — When migrating to a new platform, proper identification of legacy data and establishing standards and procedures to ensure it is available and usable without jeopardizing privacy or integrity will need to be implemented throughout the entire migration.

Cost — When evaluating whether to upgrade, benchmark the total cost and the time to value. Factors such as third-party contractors, hardware, and internal resources should be included.



4. Implementation

When upgrading to a new version, the implementation process itself should be evaluated and benchmarked.

Timeline — Legacy MDM solutions will require a minimum of six to seven months to be implemented. This leaves your organization vulnerable to disruption. Modern platforms can bring the implementation period to weeks.

Team resources — Traditional MDM implementations will require you to assign dedicated team members to be successful. This can cause lost productivity and can contribute to missed milestones from other projects.

5. Continued support

Before an upgrade, review the lifespan of the new version and how long it will be supported. This will have a substantial impact on your entire tech stack and potentially lessen the ROI of your solution.

Security — The responsibility for maintaining the security should be a strong factor. Without continued support, a solution may no longer be compliant and could jeopardize your infrastructure or the entire organization.

Scalability — Evaluate how static the technology will be and how it could be impacted as your organization grows. If your new solution is not flexible enough, it could become obsolete if you outgrow it and might decrease the lifespan of your investment.



Why Verato

When it's time to upgrade and review your options, the Verato Universal Identity™ platform should be on the top of your list.

The Verato Universal Identity™ platform introduces the industry's first hMDM, the next generation MDM for healthcare organizations, to enable a complete and trusted single source of truth for consumer, patient, and provider identity.

Our cloud-native hMDM platform leverages an unparalleled nationwide dataset and AI technology to resolve, manage, and enrich healthcare identities for people and organizations. The most respected brands in healthcare trust Verato to deliver fast time to value, and extraordinary customer success and satisfaction



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Verato, the identity experts for healthcare, enables smarter growth, improved care quality and efficiency, and better population health by solving the problem that drives everything else — knowing who is who. Over 70 of the most respected brands in healthcare rely on Verato for a complete and trusted 360-degree view of the people they serve to accelerate the success of their digital health initiatives and fully understand consumers' preferences, risks, and needs from the beginning and throughout their care journey. Only the Verato HITRUST-certified, next generation cloud identity platform enables interoperability across the complex digital health ecosystem with unprecedented accuracy, ease, and time-to-value. With an enterprise-wide single source of truth for identity, Verato ensures that you get identity right from the start.

For more information, visit [**verato.com**](https://verato.com).

