

# Memorandum

**To:** Lole Matipedza (Head – FBC Health)  
**CC:** Erica Muzuva – Acting Head – Group ICT, Donald Chinyanga-  
Head Projects, Barnabas Vera- Divisional Director – Group  
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Administration  
**From:** Edmore Tshuma (IS Support & Development – Group IT&MIS)  
**Date:** 20 November 2019  
**Re:** 2CANA Health Information Platform (HiP) Acquisition

## Background

FBC Health currently have a system they are using to manage their transactions. This system rides on the core Liberty platform and caters mainly for high to middle-income clientele. It is against this background that Liberty Health has engaged 2Cana to provide a Health Information System that will enable them offer more tailor-made offerings to both current and prospective clients.

The 2CANA platform can be implemented using any one of two options:

- Cloud Deployment
- On-Premise Deployment

## Cloud Deployment

Cloud deployment is a software delivery model that uses SaaS, IaaS and PaaS :

### Advantages

- Mobility – staff will have access to corporate data from anywhere
- Cloud-based services offer more robust disaster recovery solutions
- Multitenancy model will enable the organisation to work with the best technologies , any updates on the solution will be simultaneously available to all tenants on the platform
- Pay-as-you go will enable the organisation to compete with the best , whilst remaining lean and nimble
- Project time to live will be quicker

- Easier setup – any issues associated with a software deployment will be avoided as they *will* be handled by the vendor
- Easier scalability as the organisation can only use what it needs, scaling up on licenses as demand rises or lowers
- Ease of Integration – most cloud providers avail the *best mix of technology stacks* and this will make any future integration efforts seamless
- Flexibility - IT resources will be freed from the complexities of managing the overall solution environment and focus on meeting core business needs

### **Disadvantages**

- Organisation may not have greater control over its data
- There is always a risk of data confidentiality
- Tenants usually have a unified view of the *front-end solution*. Customizations to any single tenant may thus apply to all tenants within the environment thereby unnecessarily giving away strategic decisions.

### **On-Premise Deployment**

On-Premise deployment is a software delivery model where software, platform and infrastructure dependencies are all managed within an organisation.

#### **Advantages**

- Organisation has greater control over its data
- Knowledge Transfer - IT resources may benefit from working with the solution hands-on

#### **Disadvantages**

- Costs associated with running and maintaining a solution can run exponentially higher than on a cloud environment
- Project time to live will be significantly longer.
- A dedicated IT resource will be needed to oversee the environment – server administration, backups, patch management, logging
- Integration efforts may require acquisition of additional software licences as well as integration middleware



- Organisation will incur additional costs if an issue that requires escalation arises. Ongoing vendor/consultant fees may be exponentially higher in such situations.

### **Recommendation**

It is to this end that we recommend the adoption of Cloud Deployment. 2Cana has offered two variants for this option in their proposal making it even more feasible to adopt. This flexibility will not only be ideal for the short to medium-term growth of Liberty Health but also useful in case of long-term expansion.

**Edmore Tshuma (IS Support & Development)**

**Group IT&MIS**