



Re: OnBase Server for East and West identification

From Vicare, Nidhi <nidhi.vicare@optum.com>

Date Thu 4/10/2025 11:33 PM

To Cruz, Roberto <roberto_cruz@optum.com>

Cc Vu, Samuel <samuel.vu@optum.com>; Dharmaraj, Siva <siva.dharmaraj@optum.com>; Flores, Kelly <kelly.flores@optum.com>; Ismail, Ebrahim Bari <ebrahim.ismail@optum.com>; Pannerselvan, Soundrapandian <soundra.pannerselvan@optum.com>

Hi Everyone,

We are setting up a call tomorrow to meet, answer questions, and discuss the next steps.

Thanks,
Nidhi

From: Vicare, Nidhi <nidhi.vicare@optum.com>

Sent: Thursday, April 10, 2025 10:15 AM

To: Cruz, Roberto <roberto_cruz@optum.com>

Cc: Vu, Samuel <samuel.vu@optum.com>; Dharmaraj, Siva <siva.dharmaraj@optum.com>; Flores, Kelly <kelly.flores@optum.com>; Ismail, Ebrahim Bari <ebrahim.ismail@optum.com>; Pannerselvan, Soundrapandian <soundra.pannerselvan@optum.com>

Subject: Re: OnBase Server for East and West identification

Hi Roberto and Samuel,

Thanks so much for sharing the function of each server listed in the server list. This is helpful for us to complete the assessment. There are a few questions around security - storing of credentials, authentication, etc. that are pending. Appreciate if you could help close the loop on that.

Based on the knowledge we have captured thus far; we have prepared the target state architecture (one region). The same architecture will apply for the other region.

Please review and let us know if you have any questions. We will set up a call and have a discussion to close the gaps and discuss any concerns you may have.

Hyland OnBase System Overview

- Onbase is a document management system
- P3 Application
- RPO/RTO - 8 - 12 hours - is that the correct assumption?
- Purpose: Processes images and index files from bank correspondence (invoice numbers, etc.)
- Architecture:

- Backend: SQL database
- Middle tier: App server
- Frontend: Webserver
- Process: Onbase loads information into its database, then sends to EPIC as flat files

Integration Details

- Interface between Onbase and Epic converts flat files to HL7 and loads into Epic
- Within Epic, an integration button helps with image viewing, docpop, etc.
- Images are stored in Onbase

Deployment Information

- Hosting: Onbase is hosted on-prem by Optum
- Regional Setup:
 - West = Q3, East = Q4
 - West covers Oregon, California, etc.
 - East has multiple different markets
 - Both regions have their own DR (Disaster Recovery)
 - West has its DR in Chaska

Migration Plans

- Migration planned for both East and West
- Epic West is moving to Azure in Q3
- Optum has installed everything for Onbase on-prem

Architecture Diagram

The image shows a technical architecture diagram illustrating the connections between:

- Epic Web/document viewer and PDF files (Not listed in the diagram. EPIC is also migrating to Azure Cloud)
- Load balancers for Web and APP tiers
- Unity Client connections(Not listed)
- Web and application servers
- Database components

Database

(details received)

DB Size: **1 TB**

MS SQL Server

2 node cluster + DR

Azure Infrastructure Components:

- **Resource Groups:** Container for managing Azure resources (shown in both US-East and US-West)
- **Virtual Networks:** Isolated network environments in Azure (one per region)
- **Subnets with NSGs (Network Security Groups):**

- Storage subnet
- Web Proxy subnet
- Application Servers subnet
- **Azure Firewall Manager:** Provides centralized security policy management
- **Azure Load Balancer:** Distributes incoming traffic across regions
- **Application Gateway:** Manages web traffic to applications
- **Azure DNS:** Domain name resolution service
- **Azure VPN Gateway:** Connects on-premises network to Azure
- **Storage Account:** For DB backup storage
- **BLOB Storage:** For unstructured data storage

OnBase Application Components:

- **OnBase WebProxy server-VMs:** Front-end servers handling client requests
- **OnBase Application server-VMs:** Back-end servers running the OnBase application logic

Management and Monitoring Services:

- **Azure Monitor:** For performance monitoring and alerting
- **Azure Automation:** For task automation and configuration management
- **Azure Backup Center:** Centralized backup management
- **Azure Site Recovery:** Disaster recovery service
- **Azure DevOps:** For CI/CD and application lifecycle management

Architecture Overview: This diagram shows a high-availability deployment of OnBase (a content services platform) across two Azure regions (US-East and US-West). The architecture implements:

1. **Redundancy:** Duplicate infrastructure in both regions for high availability
2. **Security:** Network segmentation with subnets and NSGs
3. **Connectivity:** VPN connection to on-premises environment
4. **Disaster Recovery:** Azure Site Recovery for business continuity
5. **Backup:** Database backups stored in Azure Storage

Additional Notes taken during the initial session:

EPIC system connected to Unity Client via Citrix

Personas: Three client interfaces (Unity Client, Web Client, OnBase Client)

Middle Tier Web Components:

- Web Load Balancer connecting to two web servers (OBTierWebWEB01 and OBTierWebWEB02)
- IP addresses: 10.248.208.240 and 10.248.208.241
- Web URLs listed:
 - <https://obtierweb.epiclp.com/OnBaseWebTST/Login.aspx>
 - <https://obtierweb.epiclp.com/OnBaseWebDocPopTST/Login.aspx>
 - <https://obtierweb.epiclp.com/OnBaseWebEpicTST/Login.aspx>
 - <https://obtierweb.epiclp.com/OnBaseWebTST/Login.aspx>

Application Tier:

- APP Load Balancer connected to two application servers (OBTierAppWEB01 and OBTierAppWEB02)
- IP addresses: 10.248.208.242 and 10.248.208.243
- Application service URLs:
 - <https://OBTSTAPP.epiclp.com/OnBaseAppDocPopTST/service.asmx>
 - <https://OBTSTAPP.epiclp.com/OnBaseAppEpicTST/service.asmx>
 - <https://OBTSTAPP.epiclp.com/OnBaseAppTST/service.asmx>
 - <https://OBTSTAPP.epiclp.com/OnBaseAppUMCTST/service.asmx>
 - Unity Client URL: <https://OBTSTAPP.epiclp.com/OnBaseAppUnityTST/service.asmx>

Backend Services:

- Two OnBase Processing servers:
 - OBTierProcessing01 (10.248.208.246) - OnBase Windows Services
 - OBTierProcessing02 (10.248.208.245) - OnBase Utility Schedulers
- Two database components at bottom:
 - SQL Server labeled "MARIONDB01\TST01"
 - OnBase Database server
- Bank connection (not shown)

Connection Flow:

- EPIC connects to Unity Client through Citrix
- Clients connect to web servers through Web Load Balancer
- Web servers connect to application servers through APP Load Balancer
- Application servers connect to processing servers and databases
- Processing servers connect to databases

Thanks,
Nidhi

From: Cruz, Roberto <roberto_cruz@optum.com>
Sent: Thursday, April 10, 2025 8:41 AM
To: Vicare, Nidhi <nidhi.vicare@optum.com>
Cc: Vu, Samuel <samuel.vu@optum.com>
Subject: OnBase Server for East and West identification

Good morning,

Enclosed are all the OnBase Server Identifications by OnBase functionality.

Please let me know if you have any questions.

Best Regards,

Roberto Cruz
OnBase Administrator | Optum Technology
OCSA OCSE HCOP OCWV OCWA

M 216.313.0443

roberto_cruz@optum.com

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