

When Archiving Vendors Fall Short

How Health Systems Successfully Switched Legacy Data Archiving Partners



Executive Summary

Healthcare organizations rarely revisit archiving decisions, until something goes wrong. Missed deadlines, incomplete extractions, poor usability, weak EHR integration, and security or compliance gaps often reveal that an archiving vendor is not meeting enterprise needs.

The case studies in this report demonstrate that **switching archiving vendors is not only possible—but transformational** when executed with speed, experience, and a disciplined approach. Across health systems facing failed archive implementations, home-grown platforms that can't scale, or vendors unable to support complex data types or Epic integration, these organizations reset their strategies and achieved stronger outcomes.

Together, these examples illustrate how health systems can:

- Recover stalled or failed archiving initiatives
- Consolidate and modernize legacy access without disruption
- Improve clinician and HIM usability
- Strengthen security, compliance, and auditability
- Accelerate time to ROI while reducing ongoing system costs

Switched Archiving Vendors to Get a Legacy Data Program Back on Track

Organization: Parkview Health, a not-for-profit community-based system with 15 hospitals and multiple locations in Indiana and northwest Ohio.

Switch Trigger

- An initial archiving vendor failed to deliver on timelines, usability, and scope, leaving the organization dissatisfied with the process and outcome.
- Rising legacy costs and long term data retention risk increased pressure to stabilize access.
- The organization restarted its archive strategy by partnering with Harmony Healthcare IT to execute immediately and scale over time.

Results

- Consolidation of **50+ legacy systems** into a single archive.
- **ROI achieved** within 18 months.
- **Established a foundation** to archive additional systems.



Key Takeaway: If an archiving initiative lacks structure, repeatability, or clear progress after implementation begins, switching vendors can be the fastest path to restoring momentum and long-term value.

Switched Archiving Vendors Mid-Project to Preserve Record Access

Organization: AltaMed Health Services, one of the nation's largest independent FQHCs with multiple locations throughout California.

Switch Trigger

- During a NextGen to Epic migration, the incumbent archiving vendor encountered implementation failures, including data accuracy issues and an inability to support specialized clinical imagery.
- As the legacy EHR support agreement neared expiration, the organization risked losing access to historical records.
- Leadership halted the project and transitioned to Harmony Healthcare IT.

Results

- Successfully decommissioned the legacy EHR without interruption to clinical or HIM access.
- Enabled fast, in context access to historical records through Epic Single Sign On and intuitive workflows.
- Strengthened cybersecurity posture by consolidating legacy data into a HITRUST environment.



Key Takeaway: If a vendor cannot confidently handle the full scope of your legacy data during implementation, it's a signal to reassess before gaps, delays, or rework become unavoidable.

Switched from a Homegrown Archive to Modernize Compliance and Integration

Organization: Franciscan Health, a non-profit healthcare system with 12 hospitals and numerous clinics serving Indiana, Illinois, and Michigan.

Switch Trigger

- Internally built archive that supported dozens of legacy applications became expensive to maintain, difficult to scale, and misaligned with evolving regulatory requirements.
- Regional inconsistency and limited integration capabilities further complicated governance, privacy, and compliance needs.
- The organization turned to Harmony Healthcare IT for a modern solution that could archive and supporting future application rationalization.



Key Takeaway: If an existing archive can no longer scale, integrate, or support evolving compliance requirements, it's a sign that a vendor change is needed.

Results

- **Migrated 85+** previously archived systems into a cloud based active archive.
- Enabled **Epic and patient portal integration** for historical data access.
- Achieved ROI with **expanded functionality unavailable** in the prior solution.



Switched Archiving Vendors to Hit a Hard Deadline and Avoid Escalating Costs

Organization: A large, regional integrated delivery network with six hospitals and 230 ambulatory locations in the Northeast.

Switch Trigger

- Acquisition of five hospitals and a transition to Epic created 300+ legacy data silos across clinical, financial, and administrative systems.
- A hard deadline to migrate a large Cerner Millennium environment introduced \$1.4 million in monthly fee risk if data was not archived on time.
- The incumbent archiving vendor failed to meet delivery expectations, prompting the health system to pivot to Harmony Healthcare IT.

Results

- Met a non-negotiable deadline to archive Cerner Millennium, **avoiding \$1.4 million in monthly fees.**
- Achieved a **mid six figure ROI** while consolidating multiple legacy systems into a single archive.
- Enabled seamless **Epic Single Sign On access** and supported accounts receivable wind down within a centralized, secure platform.



Key Takeaway: If archiving timelines are tied to financial risk—such as legacy system decommissioning deadlines—vendor underperformance can quickly drive up costs and signal the need for a change.



Common Success Characteristics


Across all four examples, health systems shared several defining traits that enabled successful vendor transitions:

- Willingness to change course when an archive solution no longer met enterprise needs.
- Experienced partners capable of extracting, validating, and migrating legacy data under time pressure.
- Deep EHR integration capabilities, including Single Sign-On and patient context sharing.
- Security and compliance treated as foundational requirements, not an add-on.
- Clear financial outcomes achieved through aggressive legacy system retirement.
- Execution models designed for repeatable processes, not one-time migrations.

Next Steps

If your organization is struggling with a legacy archive vendor—or managing an archive that no longer supports your clinical, compliance, or financial goals—these case studies show that change is both possible and practical.

A disciplined vendor transition can restore confidence, accelerate ROI, and position archiving as a strategic enabler for future growth, modernization, and M&A.



Contact us to learn how organizations like yours have successfully made the switch.

About Harmony Healthcare IT

Harmony Healthcare IT is a data management firm that transforms critical data into secure, compliant, and accessible assets — whether that is converting data to a new platform or securing it in an archive. Since 2006, we have worked with over 700 healthcare software platforms across clinical, financial, and administrative systems. Our commitment to reliability and innovation empowers healthcare organizations to manage their data with confidence.



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