

Solution: Community Cloud

A digital platform enables easy, secure health insurance for millions of people



Government sector healthcare organisation

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Reaching the underprivileged 50% of the Indian population, this flagship public health insurance scheme would meet the country’s universal health vision. The digital platform would include beneficiaries’ ID and health records. The top priority was data confidentiality and security, while always-on connectivity would enable empanelment of hospitals and enrolment of beneficiaries.

The health scheme, hosted on the Tata Communications Government Community Cloud, has integrated security and well-defined disaster recovery to ensure access to records in emergencies. The architecture includes dual Internet links with dual routers, storage and compute, and security solutions like DDOS and SIEM. Current achievements include 26 states and 24,000+ hospitals empanelled, with around 140 million health ID cards issued. A transaction management system links state-level systems for authorisation, in-patient data, and financial settlement. Full rollout will interconnect digital health solutions at all hospitals. Through a 24/7/365 operations centre, Tata Communications delivers 99.9% availability with audit logs for compliance requirements.



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Digital services
end-to-end
(paperless, cashless)



Zero network
outage in last two
years



Compliance
adherence



Improved
operational
efficiency



We wanted a future-ready, agile, stable and scalable solution with a strong and resilient backbone to drive healthcare initiatives. With Tata Communications, we’ve been able to deliver high quality IT and cybersecurity aligned with government regulatory mandates.”

Customer spokesperson