Silk for Health Plans

Hit your claims SLAs in the cloud. Run core admin platforms like TriZetto® Facets™ and QNXT™ fast on smaller VMs—and give every team, including AI, current production data in minutes.

Solution Brief

Members experience your technology as claims turnaround, call-center answers, and premiums. When core admin platforms move to the cloud, all three ride on a layer most migration plans overlook: the data layer.

The Health Plan Reality

Health plans are moving core admin platforms off aging data centers into Azure, AWS, and Google Cloud while leadership pushes administrative cost down. The move exposes a hard limit: native cloud disks tie performance to VM size. Claims batches run longer than on-prem, and the standard fix of bigger VMs and more premium disks drives up compute, storage, and per-core SQL Server licensing.

Meanwhile, constant benefit and contract changes multiply claims environments, and every team wants its own production copy: configuration testing, UAT, SIT, reporting, training, and now AI for prior authorization and payment integrity. CMS-0057-F adds new data-access APIs starting in 2027. Each full copy adds cost, refresh lag, manual work, and one more place PHI lives.

The Data Layer Beneath Your Core Admin Platform

Silk is a software-defined data platform that runs inside your own cloud tenant, beneath your databases. It decouples performance from VM size and disk tier, so claims systems get production-grade speed without oversized compute, and every team gets a current, full-speed copy of production in minutes without paying to store it again. Supports Facets and QNXT with no application changes.

Claims · Enrollment · Data warehouse | SQL Server · Oracle · PostgreSQL | Azure · AWS · Google Cloud

Health Plan SLAs, Met by Design

01	**Claims cycles that stay inside their windows** Sub-millisecond latency keeps nightly and intraday cycles inside their windows.
02	**Test environments refreshed in minutes, not days** Provision every environment from one platform, with fewer disks to manage. Ship on schedule, tested on current data.
03	**Recovery points in minutes, across regions** Zone-level HA and cross-region replication, not daily snapshots.
04	**Right-sized compute and SQL licensing** Run fewer vCPUs and license fewer SQL Server cores.
05	**Live production data for claims AI** Isolated, full-speed zero-footprint copies stay inside production's controls.

Proof from health plans and benefits leaders

15 min
QNXT UAT refresh from production, down from 5–7 days
Sentara Health Plans

5x
faster than native Azure Ultra Disk, under 0.5 ms latency
HealthEquity

139% ROI
over three years, with payback in under six months
Forrester TEI composite[1]

[1] See source on page 2.

CUSTOMER PROOF

Sentara Health Plans: Fresh Production Data for Every QNXT Release

Sentara Health Plans, the health plan of not-for-profit Sentara Health, runs its TriZetto QNXT claims platform on SQL Server in Microsoft Azure, with claims test and production on Silk since 2021. A UAT refresh from production took 5 to 7 days, so about 100 developers and testers worked on aging data ahead of major releases.

Metric	Before Silk	With Silk	Impact
QNXT UAT refresh	5–7 days	About 15 minutes	**99% faster**
Production-data access	Aging full copies	Thin clones on demand	**126,000+ hours/yr of faster data access**
Cost vs. native Azure	Native Azure disks	Silk on Azure	**Up to 70% lower[2]**
Managed disks	Many to manage	Consolidated onto Silk	**Less cloud-team admin**
Warehouse & reporting VMs	Upsized for speed	Smaller VMs	**Right-sized compute**

[2] Capacity cost savings with Silk vs. projected cloud managed disk costs across Sentara's Silk estate. Individual results vary.

Economics, Independently Validated

139%
Three-year return on investment[1]

<6 months
Payback period[1]

50%
Reduction in cloud storage costs[1]

"Using Silk allowed us to right-size our VM sizes for our actual systems instead of having to deploy very large VMs." CTO, healthcare organization, interviewed for the Forrester study[1]

Built for PHI From Day One

- Runs entirely inside your cloud tenant and network.
- Silk receives only encrypted telemetry—never PHI.
- Copies for test, reporting, and AI stay under control.
- Works with your data-masking tools.
- Supports your HIPAA program; it doesn't replace it.

ON SILK

HealthEquity

Moved its monolithic HSA and benefits platform to Azure without a rewrite, ready for benefit-cycle peaks.

5x
faster than Ultra Disk

<0.5 ms
consistent latency

36%
cost savings

See your numbers before you commit.

In a 30-minute Cloud Efficiency Assessment, we baseline what your core admin platform costs today—compute, storage, licensing, and refresh time—and model it side by side with Silk.

Book an assessment

About Silk. Silk is a software-defined data platform that makes cloud performance predictable for mission-critical databases and puts production data to work wherever it's needed. Available on AWS, Azure, and Google Cloud Marketplaces. Learn more at silk.us.

[1] The Total Economic Impact™ of Silk, a commissioned study conducted by Forrester Consulting on behalf of Silk, May 2026. Results are for a composite organization based on interviewed customers.

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