



UST + Microsoft Epic to Azure migration

A practical path for healthcare payers to modernize Epic on Azure with lower risk, stronger resilience, and better cost control

Introduction

Healthcare payers need a practical way to modernize Epic without disrupting core operations. Cost pressure, interoperability demands, security concerns, and limited internal capacity are pushing infrastructure and application leaders to act faster and with more discipline.

UST and Microsoft help payers take that path forward. Together, we help clients assess Epic Payer Platform and Tapestry workloads, align them to Azure, accelerate migration with proven delivery methods, and create a stronger foundation for ongoing operations, resilience, and innovation. UST’s approach is built around Epic-specific workload discovery, runbook-driven cutovers, and operational readiness so payer teams can migrate without losing control of performance, security, or downstream business processes.

Primary use cases



Epic Payer Platform and Tapestry migration to Azure



Payer-provider interoperability improvement



Epic disaster recovery and isolated recovery readiness



Managed operations and FinOps for Epic on Azure

Target roles and responsibilities

Technical decision makers include CIOs, CTOs, vice presidents of infrastructure, cloud architects, enterprise application leaders, Epic platform owners, and security leaders. Business decision makers include operations leaders across claims, utilization management, member experience, and payer transformation.

Benefits

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| <div data-bbox="102 1756 169 1818" data-label="Text"> <p>01</p> </div> <div data-bbox="102 1839 351 2119" data-label="Text"> <p>Reduce migration risk with Epic-aware dependency mapping (interfaces, batch, reporting, and downstream consumers) and stage-gated validation.</p> </div> | <div data-bbox="384 1756 456 1818" data-label="Text"> <p>02</p> </div> <div data-bbox="384 1839 633 2085" data-label="Text"> <p>Improve cost control with payer-ready FinOps: tagging, chargeback/showback, reserved capacity planning, and workload right-sizing.</p> </div> | <div data-bbox="667 1756 740 1818" data-label="Text"> <p>03</p> </div> <div data-bbox="667 1839 896 2051" data-label="Text"> <p>Increase resilience with tested DR/isolated recovery patterns, recovery runbooks, and regular failover exercises.</p> </div> | <div data-bbox="954 1756 1026 1818" data-label="Text"> <p>04</p> </div> <div data-bbox="954 1839 1190 2085" data-label="Text"> <p>Accelerate time to value using repeatable delivery playbooks aligned to Microsoft architecture and payer operating constraints.</p> </div> | <div data-bbox="1241 1756 1313 1818" data-label="Text"> <p>05</p> </div> <div data-bbox="1241 1839 1493 2119" data-label="Text"> <p>Stabilize Day 2 operations with a clear support model (SRE/ITIL), monitoring, patching, and performance governance for Epic on Azure.</p> </div> |
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Differentiating capabilities | Microsoft + UST solution

Microsoft provides the secure, scalable Azure foundation for Epic modernization. UST brings payer-side Epic expertise, implementation discipline, migration accelerators, and managed services.

Why UST: We focus on payer-side Epic realities—Tapestry/EPP dependencies, batch and interface patterns, operational controls, and audit/security expectations—making Azure a safer, governable platform for Epic.

How it works

Assess: Inventory Epic payer workloads and dependencies to create a risk-ranked migration backlog.

Execute the migration: Run wave-based migrations with testing, cutover runbooks, rollback criteria, and hypercare.

Design the Azure landing path: Establish a secure landing zone, identity, network, monitoring, and governance aligned to payer security and audit needs.

Optimize what comes next: Implement cost optimization, resilience testing, and operational SLAs for ongoing performance and compliance.

Sales scenario

Pain point	High cost and low flexibility: Epic is costly to run on aging or rigid infrastructure.
Opportunity	UST helps payers move to Azure with better cost governance and a clearer operating model.
Pain point	Interoperability pressure: Health plans need stronger provider connectivity and faster data exchange.
Opportunity	UST aligns Epic payer environments on Azure to support interoperability and business goals.
Pain point	Limited time and capacity: Teams often lack the time and specialized resources for Epic cloud migration.
Opportunity	UST brings advisory, engineering, and managed services to move programs forward.
Pain point	Resilience and ransomware risk: Payers need stronger continuity for mission-critical platforms.
Opportunity	UST supports disaster recovery and isolated recovery on Azure before or alongside migration.
Pain point	Modernize without replacing Epic: Customers want more value from Epic without moving to another core platform.
Opportunity	UST helps maximize Epic on Azure rather than redirecting to a different platform.

Competitive edge

Against Cognizant: UST offers a more explicit Epic payer modernization on Azure story for Microsoft sellers.

Against Infosys: UST better supports clients looking to maximize Epic on Azure rather than move to another payer platform.

UST stands out through payer-specific Epic expertise, PACE+ accelerators, Azure-aligned architecture, resilience, and managed operations.

Get started

Schedule an Epic on Azure Assessment Sprint with UST to confirm scope, risks, target architecture, and a phased migration plan. You'll leave with a costed roadmap and an operating model for Day 2 that is ready for stakeholder approval.

Key links

UST: ust.com

Epic on Azure information: available through Microsoft and UST sales teams

Since 1999, UST has driven transformation through digital solutions, platforms, engineering, R&D, products, and innovation. With 30,000+ employees, we deliver measurable value worldwide.