

# Recip-e Improves Electronic Healthcare System Performance with Proximus and Percona



## About the companies

**Recip-e** provides electronic prescriptions to the population of Belgium, making it easier to manage prescribing pharmaceutical products for doctors, dentists, and midwives across the country. Originally set up by the federal government to improve healthcare management, Recip-e securely manages records of treatments prescribed to patients and ensures pharmacies can provide medicines to patients. Recip-e is working with Proximus to support the country's electronic prescription and healthcare service.

**Proximus** is the leading provider of telephony, internet, television, and network-based ICT services in Belgium, providing services to residential, enterprise, and public customers.

## The challenge

Digital evolution is integral to the service provided by Recip-e. The needs of their healthcare provider clients are changing. As part of the digital transformation of the country's healthcare system, Recip-e needs to continuously update and upgrade its applications to take advantage of new technologies.

Proximus was brought in to help with the organization's continued development, which included considering upcoming database technologies and approaches.

## The solution

To optimize their data and future-proof their infrastructure, Recip-e worked with Percona and Proximus to implement a fully available database infrastructure based on PostgreSQL that runs in clusters across two of Proximus' data center locations.

Supported by Percona, this PostgreSQL setup provides improved application performance and delivers higher availability, protecting the business from potential downtime.

“Getting the right database infrastructure in place was essential for this project. At Proximus, we work with the best companies in their field, to help support our clients achieve their goals. Percona's approach and experience was essential to deliver the digital transformation initiative that Recip-e required.”

**Pierre-Yves Herzi,**  
Account Manager, Proximus

## How Percona made a difference

The support provided by Percona during implementation was swift and precise, enabling Recip-e to tackle tricky blocking issues, improve performance, and ensure a consistent and highly available database setup.

Percona continues to provide ongoing support, so Recip-e can feel confident that they have comprehensive, responsive, and cost-effective PostgreSQL database experts on hand to help 24x7x365.

Percona provides [PostgreSQL database support](#) to Recip-e as part of an innovative new database implementation based on PostgreSQL, designed by Proximus.

**”** *The needs of our clients are changing, and we have to innovate in order to meet those requirements. Working with Proximus, we implemented a new database deployment across multiple data centers and we chose Percona to support that deployment. The swift and precise support from the Percona team enabled us to optimize our deployment, remove problems, and improve system performance and availability.*

**Katrien Thorré,**  
Director, Recip-e