

DuploCloud x Spring Health

Spring Health's migration to AWS unlocked a 30-40% cloud cost reduction.

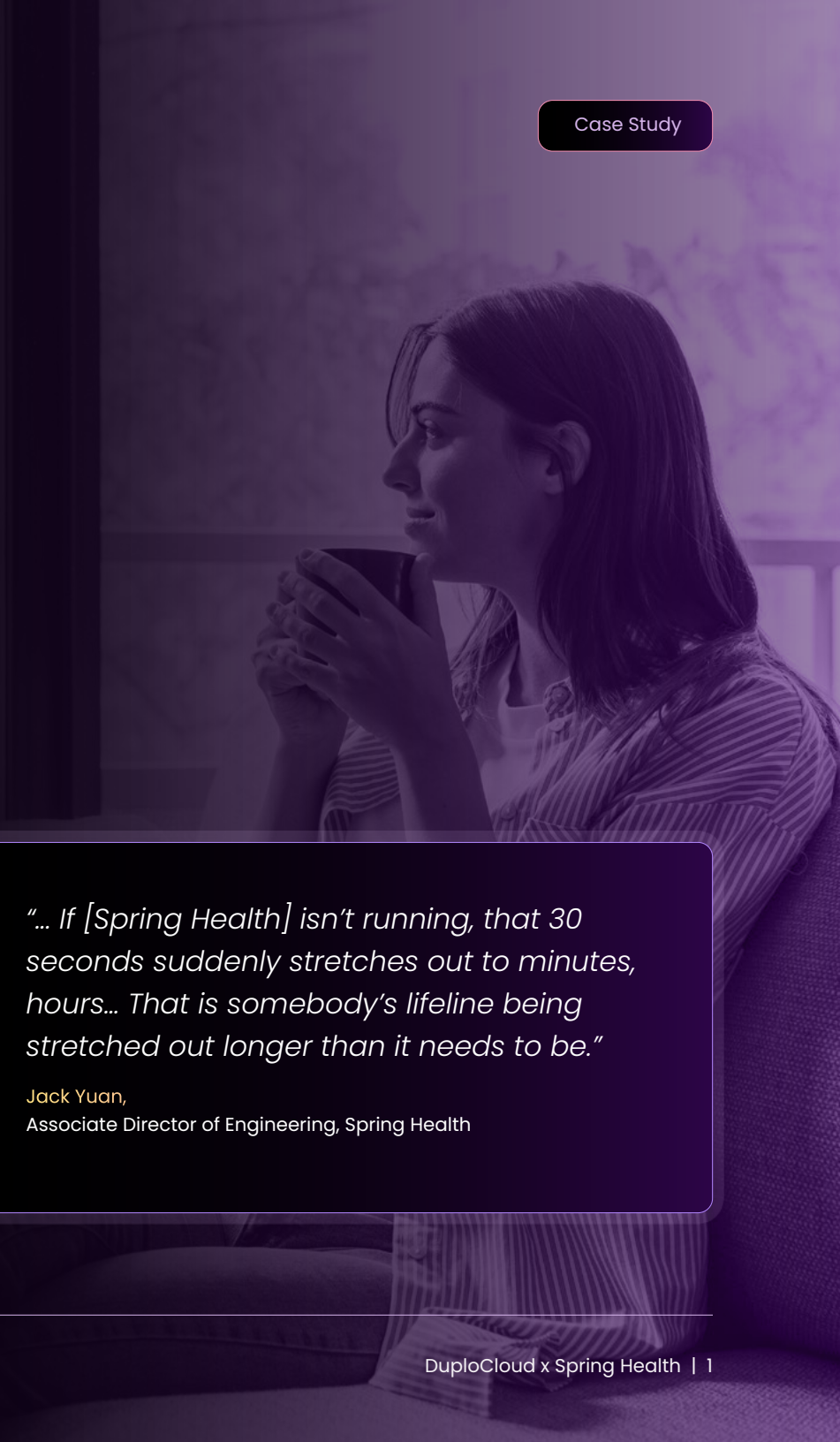
Overview

Spring Health is a platform designed to connect people to mental health care and support when they need it most. It operates as a critical service for employers and health plans. For a company in this space, reliability is everything. The team treats operational downtime as a direct risk to patient care and trust.

Challenge

Spring Health's customer base doubled year over year. Their previous infrastructure provider could not scale with that growth. Engineers faced hard container limits, limited autoscaling of only one service at a time, and daily backups that risked up to 24 hours of data loss.

Their small DevOps team supported more than 200 engineers and needed a migration path that protected reliability without forcing a major team expansion. They also had to preserve HIPAA compliance during the move and avoid any gaps that might endanger their HITRUST certification.



"... If [Spring Health] isn't running, that 30 seconds suddenly stretches out to minutes, hours... That is somebody's lifeline being stretched out longer than it needs to be."

Jack Yuan,
Associate Director of Engineering, Spring Health

Solution discovery

After evaluating alternatives, Spring Health chose AWS for its technical advantages:

- OpenSearch delivered nearly 2x performance at the same price.
- Aurora RDS reduced failover times from minutes to seconds.
- SageMaker, Bedrock, and Jupyter Notebooks enabled rapid AI/ML prototyping.
- DataDog integration provided full visibility into infrastructure metrics which enabled precise performance.

However, before they could benefit from these, there was one major challenge left: how does an organization maintain HIPAA compliance throughout a migration without a large (and expensive) security team?

The answer came as a recommendation from AWS: **DuploCloud**.

One phase at a time

After extensive planning and a one-month POC, Spring Health executed their migration in just four months.

DuploCloud ensured all infrastructure was HIPAA-compliant by default on day one, while automated evidence collection eliminated manual audit preparation work. But the real differentiator was the collaboration model.

The migration happened in two carefully orchestrated phases over four months, a remarkably fast execution for a HITRUST-regulated workload.

30-40% Reduction in cloud spend

Phase 1 : Database migration

Spring Health scheduled a four-hour window overnight to migrate. They took snapshots of their databases, loaded them into AWS RDS Aurora, and pointed legacy applications to the new AWS databases via VPC peering.

Phase 2 : Application migration

Over three weeks, Spring Health incrementally redirected traffic to AWS: 10%, 20%, 40% until they hit 100%. Each step of their migration was calculated to maximize security and efficiency.

Several factors enabled this speed and reliability:

- DuploCloud's lightning fast SLA, "When we needed help, we got a response nearly immediately."
- Terragrunt-based IaC that enabled reproducible, modular infrastructure patterns.
- Lower environment testing for full validation in staging before production migration.

*"We worked with them, we built it, we made it work together...
The feedback loop there was very short, which was great."*

Jack Yuan,
Associate Director of Engineering, Spring Health



Outcome

With no unexpected downtime or failures and immediate performance improvements following the migration, the process was a clear success and culminated in a smooth 2025 HITRUST recertification.

Post-migration, Spring Health expanded from six environments to fifteen and onboarded their data platform and AI/ML teams to AWS. DuploCloud enabled these teams to self-serve infrastructure deployment while maintaining compliance by default.

The migration unlocked AWS-native solutions that transformed Spring Health's technical capabilities. Spring Health ran faster, recovered from issues more quickly, and gave engineers access to tools that enabled easier building and monitoring of AI applications with full visibility and compliance.

"Whatever they spin up is HIPAA compliant... That's just one less thing to worry about."

Jack Yuan,
Associate Director of Engineering,
Spring Health

Key results

9.9%

SLA achieved, ensuring always-on critical mental health services

30-40%

reduction in cloud spend for equivalent infrastructure, despite massive expansion in AI/ML capabilities post-migration

2.5x

more environments running, with data platform and AI/ML teams self-serving infrastructure deployment

10-20%

overall performance improvement with up to 2x gains for specific services like OpenSearch

1 Min

Maximum data loss down from one day to just one minute

About Spring Health

Spring Health is a comprehensive mental health solution for employers and health plans. The company's platform eliminates barriers to mental health care by matching members to personalized care based on clinical need, preferences, and provider availability.

About DuploCloud

DuploCloud is an AI-powered DevOps platform that helps teams build, secure, and manage cloud infrastructure faster with automation and agentic workflows that reduce complexity and boost velocity.

