Case Study

Nonprofit Healthcare System Improves Patient Care Delivery With a Storage and Disaster Recovery Refresh

The client

The client is a not-for-profit healthcare system dedicated to the wellbeing of individuals, families, and communities throughout the Midwestern states. It currently operates more than 150 hospitals, clinics, pharmacies, and ambulatory care centers, and employs roughly 35,000 physicians and team members.

The challenge: Unstable storage infrastructure putting client data and compliance processes at risk

Storage system performance issues and unplanned outages were impacting the client's ability to reliably deliver healthcare services for their patients. Their Epic Cache database, comprised of technologies from Infinidat, IBM, and others, required attention. They also were looking for a storage replacement on their current assets, including some that were not fully depreciated based on a three-year refresh cycle.

Insight had built a relationship with the client over the previous 17 years, primarily helping them to optimize their IT supply chain. Following the announcement of the Electronic Medical Records (EMR) mandate, Insight discussed with the client the need and opportunity to modernize their storage environment with Pure Storage solutions. Plans to replace end-of-life storage assets had begun two years ago, but the project now required fast-tracking to ensure physicians and administrators could consistently provide first-rate care.

Industry:
Healthcare (nonprofit)

CDCT provided:
- Storage solution design
- Rapidly built 6-week Proof of Concept (POC)
- Refresh of storage and disaster recovery assets
- Pure Storage solutions deployment
- Pure Scripting PS and installation

CDCT services:
- Consulting Services
- Professional and Engineering Services

The solution: Redesigned and modernized storage and disaster recovery environment

Based on earlier conversations with the client around Pure Storage products, Insight and Pure collaborated to provide the client with technical sessions, scenario builds, sizing adjustments, and future growth discussions. These meetings took place over the course of a few months, helping all parties align on business and IT requirements and the working solution design.

The preliminary work was a launchpad; Insight Cloud + Data Center Transformation (CDCT) then developed a POC in just a few days that would be delivered over the course of the following 45 days in two of the client's data centers. The POC allowed the client not only to experience the proposed solution in their operating environment, but to build trust in the Insight CDCT team.

Following the POC, Insight CDCT began deploying six Pure arrays as part of a 5-year production and disaster recovery refresh. A seventh Pure array was added to help offload an additional workload and replace legacy technology. We're providing Pure scripting services, installation services, and are in conversation with the client about more potential network, security, compute, and other storage projects.

The benefits: Reliable, high-performance storage environment to support industry-leading patient care

The new storage platforms offer the benefit of unwavering access to medical records, with consistently high uptimes. This allows the client to deliver quality patient care 24/7/365, rely on high-performance disaster recovery infrastructure, and improve the ease of complying with healthcare industry regulations for client data storage and privacy.

Though the healthcare system was a long-time supply chain client with Insight, they had traditionally preferred their internal IT teams over working with IT service providers. This engagement proved to the client's leadership that it was possible to cultivate a rich and valuable partnership with an experienced external provider. As the client continues to push the standard of care to greater heights, they can be confident that Insight is here to help them achieve their strategic vision.

Benefits:

Greatly reduced risk of downtime and outages

- Increased efficiency and performance
- Easier compliance with industry regulations
- Renewed ability to provide reliable, quality healthcare
- Strong foundation laid for growth and patient care enhancements

Improved uptimes of

~99.9%

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