# Texas Healthcare Service Provider Depends on BVQ

## Healthcare IT is Mission-critical

Healthcare organizations depend on data to make life-saving decisions. Healthcare IT organizations bear the responsibility of ensuring that the right people have the right information when they need it.

To do this, the performance and availability of the applications that support critical patient services must be guaranteed and operating at peak performance.

## Customer Overview

• The largest health care systems provider in Texas

• Managing 12 hospitals, 75 locations

•  >5,000 physicians

As a major healthcare systems provider, caring for millions of people in its community, it is critical that health care IT services deliver information quickly, as delays in identifying and treating illnesses can often mean the difference between life and death. At the same time, the organization is under constant pressure to make its processes more efficient.

As part of this drive for efficiency, Cerner software electronic medical records delivery systems was deployed across their IBM Spectrum Virtualized production infrastructure in Houston and their DR facility in Austin, along with a suite of high performing IBM storage systems to support their stringent SLA requirements.

Medical research and records were now shared far faster and more economically between the various institutions involved in patient care compared to physical files and old legacy storage.
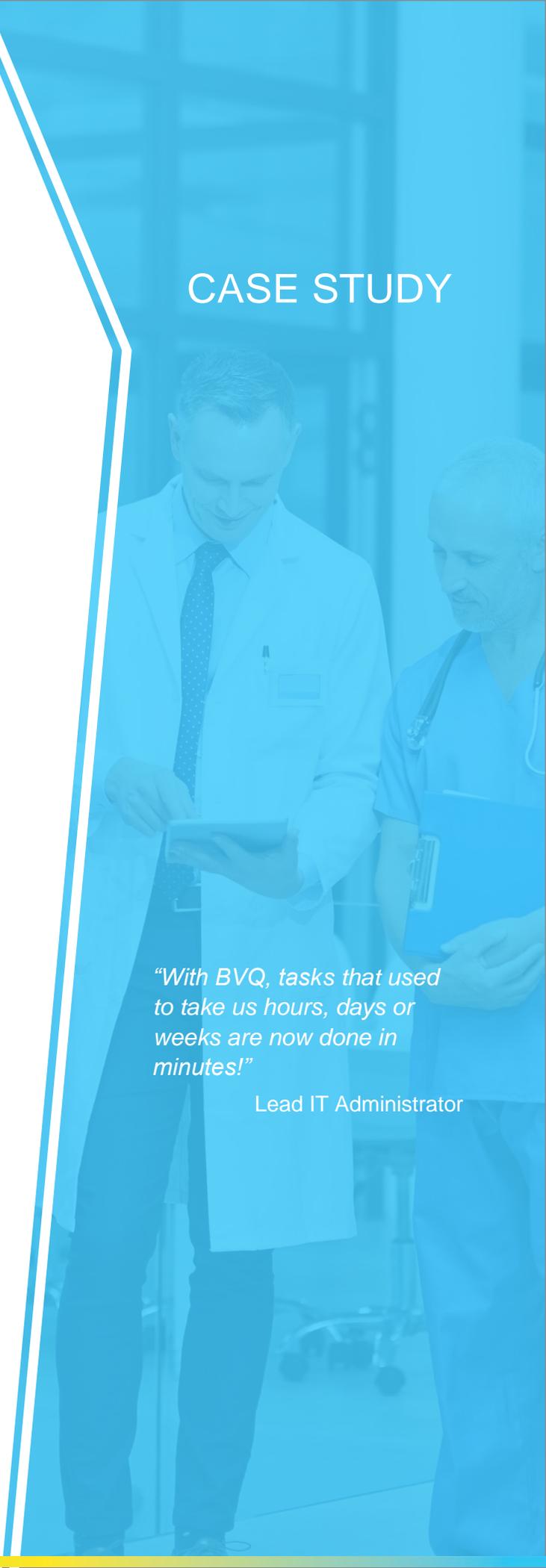
*"With BVQ, tasks that used to take us hours, days or weeks are now done in minutes!"*

Lead IT Administrator

## Customer Challenges

- Switching to electronic medical records meant that they now had huge quantities of critical healthcare data that needed to be constantly made available.

- The critical health care data was growing at an exponential rate, this growth created challenges that impacted IT operations ability to deliver on SLA mandates.

- Monitoring and management tools being used provided a lot of detail, but were complex, difficult to use, provided no quick insight or deep performance analysis.

- Effectiveness of IT staff was being diminished by lack of visibility into the IBM Spectrum Virtualized infrastructure.

- Task and issues were taking too long to accomplish and resolve because of the inability to correlate and analyze information across resources quickly with the tools they had.

- After multiple incidents, impacting availability and performance of the health care data, the need for a true performance monitoring solution was realized, and BVQ was brought into the data center.
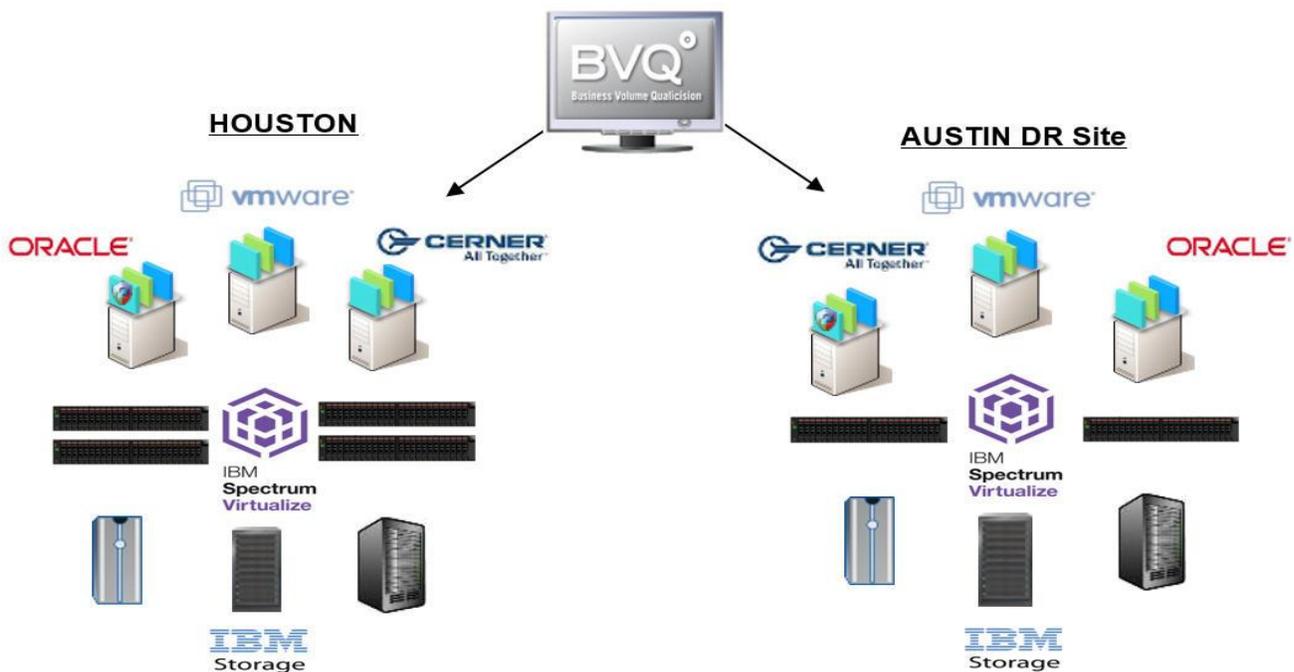


Figure 1: Healthcare Infrastructure Architecture

## Infrastructure schema

Data Centers – Houston & Austin

Customer Environment

- Patient Records runs on CERNER.

- BVQ solution implemented for monitoring the IBM Spectrum Virtualize infrastructure.

- IBM Global Mirror between data centers.

- IBM Flash 9000, IBM DS8800, IBM Storwize 7000, EMC VMAX, Brocade Fabric.

## BVQ Solution Benefits

With the BVQ solution in place they confidently meet SLAs around availability to business stake holders and time to issue resolution to the operations teams.

- Problems that traditionally took days to remediate, can now be identified and resolved in a matter of minutes.

- Re-balanced their IO across storage resources and nodes to align with application workloads requirements (which they now understand better) that were previously creating contention.

## BVQ Solution Benefits

- Proactive alerting in conjunction with monthly Health/ Utilization/ Performance reports have resulted in significant reduction in availability impacting events.

- Increased productivity of existing IT staff.

- Finds true root cause for incidents that may otherwise go un-solved.

- Provides proactive performance monitoring to reduce number of significant incidents encountered.

- BVQ turns data into answers for teams to act on immediately.

## Customer Value

- Proactively identify and address infrastructure problems before they affect clinical workflow.

- Eliminate the risk of unplanned outages and performance slow-downs that could impact patient care.

- Improve application performance to ensure fast, reliable access to medical records.

- Maintain and prove SLA compliance for Joint Commission audits and HIPPA regulations.

- Optimize storage utilization to avoid unnecessary purchases.

## BVQ Solution Value



BVQ is 100% Non-Intrusive - No Hardware - No Agents
Install's on a VM in minutes – Results minutes later….

**Infrastructure Optimization**
Gain visibility into the performance, utilization and health of the IBM Spectrum Virtualized infrastructure

**Proactive Monitoring**
Monitor infrastructure to identify issues, before they impact operations services and revenue

**Cost Optimization**
Driving the highest performance at the lowest cost, by aligning business requirements with correct assets

**Business Insights**
Make better informed business decisions by gaining operational intelligence from the SVC performance data
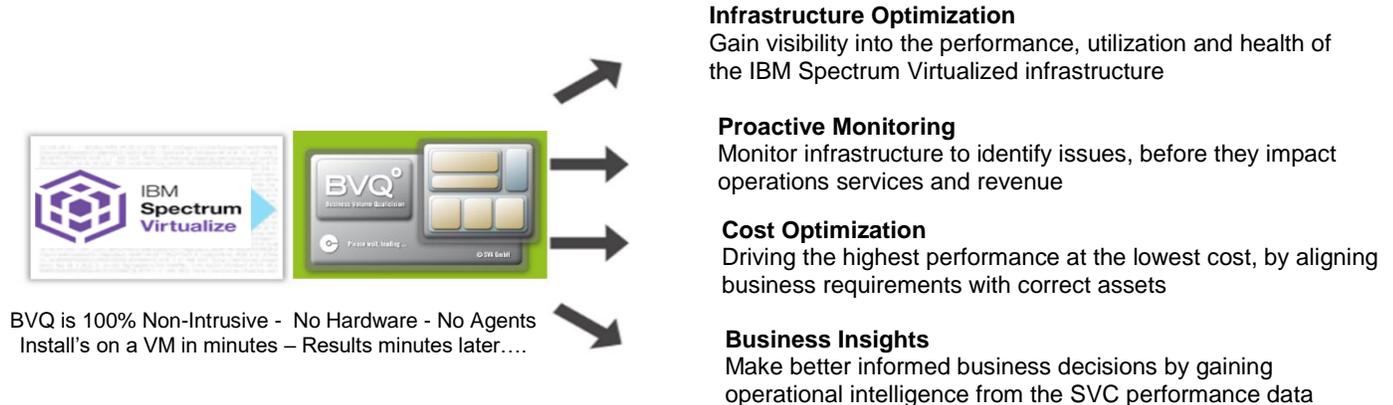
Figure 2: BVQ turns data into ANSWERS!

## Summary

Before the BVQ deployment the IT health care staff would have to wait until a problem was reported, perhaps even in the form of serious slowdown or an outage. In a typical scenario, they would look at individual components, system logs, etc. and do "process of elimination" troubleshooting. With BVQ, problems are identified much earlier, before they become serious, and performance analysis is much more efficient. For instance, with BVQ, a problem the application team thought was storage related issue turned out to be a BCW issue being caused by a setting on an HBA, saving potentially days of wasted investigative work.

*"The BVQ user interface is very intuitive, not complicated at all, the dashboard allows you to see things you would not otherwise know about."*
Lead IT Administrator

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