

# Home Health & Hospice Agency Finds Integrated InfraStruXure® System a Better Option to Colocation



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*Bradley Miller*  
*Information Technology Director*  
*Pathways Home Health, Hospice, & Private Duty*

“Pathways Home Health, Hospice & Private Duty is in essence a ‘hospital without walls.’ We care for patients at home or in the hospital, nursing home, or assisted-living facility. We serve over 5,000 families annually in five Bay Area counties through three regional offices in San Francisco, Oakland, and Sunnyvale.

“Our clinical staff is highly mobile, equipped with laptops and other mobile technology to record patient data at the bedside. The challenge is for them to have continuous access to the corporate office without compromising the security of patient health information. Downtime would severely limit the quality of care, since all of our patient records are now online.

“Our data center provides network connectivity and server-based application access to all three regional locations and 250 mobile staff. We needed to incorporate reliable and redundant technologies to prevent unscheduled outages and keep our services readily available. To meet disaster recovery initiatives, we have had to build a secondary server room from the ground up.

“I was looking for something that was modular with room to grow and change as our company does. I also wanted to work with a single vendor in the event that issues occurred. Working with our reseller, we found APC by Schneider Electric’s InfraStruXure architecture met all our requirements and then some.

“All of the parts integrate seamlessly together. I am especially happy with the InRow® SC unit that provides precise cooling and hot air removal without having to cool the entire square footage of the room. The deciding factors in choosing APC were competitive pricing and the strong brand name.

“In addition, as a not-for-profit health care agency, we are unable to spare a full-time IT technician to be onsite at our secondary server room at all times, so being able to manage InfraStruXure remotely is an immense benefit while conserving IT staff hours. And the automatic e-mail notification if anything—power, cooling, etc.—comes out of compliance helps us stay on top of

issues and be proactive in resolving the problem.

“Financially, building the second server room with InfraStruXure was a better option than renting server room space and equipment from a third-party colocation, which can get pricey in the long run.

“InfraStruXure gives us a reliable infrastructure that has plenty of room to grow seamlessly and the ability to work with new InfraStruXure technology as it becomes available. I am very happy with it and would recommend it to anyone installing a new or upgrading an existing data center environment.”