

InfraStruXure® Makes Electronic Records Initiative Possible



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Wendy Eddington, Director

Raul Sinimae, Supervisor, Network Services

Providence Healthcare

"Based in Toronto, Providence Healthcare specializes in rehabilitation for patients recovering from strokes, orthopaedic surgery or lower limb amputation, as well as those who require specialized geriatric rehabilitation, assessment and treatment. We provide complex continuing care, long-term care and community outreach, focusing on the medical, physical, spiritual and emotional needs of individuals with geriatric conditions.

"We are spread out over a large campus spanning multiple buildings that date from 1963 to 2000. Our network spans ten data closets across all buildings and supports a complex computing environment with approximately 80 specialized applications. Here in Information and Communication Technology (ICT) we support telecommunication and information systems for the entire facility, including network, phone systems, nurse call systems, computing infrastructure and applications.

"There is little tolerance for downtime, as downtime on key systems has a direct impact on patient care systems. The hospital would have to switch to manual processes, requiring increased staff to deliver a minimal level of services and increasing the risk of medication and diet errors.

Data Initiative Strains Power Resources

"Canada is moving patient records from paper to electronic systems. In order to meet the requirements of an electronic health record, Providence Healthcare is implementing a new Hospital Information System (HIS). The HIS required a significant expansion of our server farm and the introduction of SAN and blade technology, bringing increased power and cooling requirements. Due to funding cutbacks we faced budgetary challenges as well, since the hospital's resources are focused on delivering nursing care, not IT.

"Our existing UPS was almost 15 years old and could only provide Single-phase power. We lacked UPS monitoring and alerting capabilities, plus the existing cooling system was not optimally configured for airflow and did not have sufficient capacity to accommodate growth. We have been using Smart-UPS® products successfully for many years, so when we started looking for a new data center solution APC was the first candidate we considered.

InfraStruXure® Delivers Power, Cooling and Cost-Effectiveness

"We needed a centralized, expandable and manageable data center solution, including power, cooling and monitoring capabilities. We required power for existing and new systems in both 208V and 110V, adequate battery runtime for key systems, alerting and monitoring of power

status, proactive management in case of power loss, automatic server shut down, and excellent support/service. The new solution had to be cost effective as well, allowing us to expand as needed.

“We solicited multiple quotes and proposals, and APC delivered the best value on all counts. InfraStruXure® provided an end-to-end solution that included power, cooling, management and monitoring, alerting and automation support. Both the reseller and APC staff were very knowledgeable, helping us understand our options and explaining industry best practices. Their expertise during the pre-sale process helped us come up with the best design.

Seamless Transition

“APC seamlessly handled the design and installation of the new system, allowing our staff to focus on their normal duties with little impact to the department. The installation was well coordinated, all timelines were met or exceeded and very little follow-up was required from us. The installer even brought his own broom and dustpan and cleaned the room each day after completing work!

“InfraStruXure enabled us to proceed with the HIS implementation on schedule. We are now able to monitor the system and address any power or cooling related issues as they occur. InfraStruXure delivers better cooling and cleaner power, resulting in better reliability and longer equipment life. The additional runtime in case of power failure is invaluable, as is the ability to grow the InfraStruXure solution as our needs increase. And access to APC support and servicing gives us extra peace of mind.

Long-term Benefits

“From a long term total cost of ownership point of view, our new InfraStruXure data center provides more value than a traditional setup. It’s expandable as needed and gives us a single vendor for support and maintenance for both power and cooling which will save us time and money.

“Our InfraStruXure, with NetworkAIR™ FM, is now protecting and cooling our central server farm of 50 servers (HP 1U, 2U and 5U models as well as blade servers), our central network switches and other networking equipment. All key hospital systems – including the new HIS, pharmacy, food services, financials, payroll, human resources – as well as support systems are protected, preventing a lot of worry.

“Our cooling and power needs will only continue to grow with the expansion of SAN and blade servers. We’re looking forward to being able to handle that growth easily with InfraStruXure and APC consulting.”