

With help from Vital Support Systems, Via Christi's IT department is providing the medical center with an "Always On" environment where scheduled downtime is almost non-existent - while significantly decreasing datacenter costs through virtualization.



"Vital Support Systems provides a wealth of technology knowledge and experience. They provide us excellent service, helping fill gaps in IT skill sets and even supplementing our workforce. They continue to be a trusted advisor and partner." *Dave Gestenslager, Application Architecture Manager, Via Christi Health*

Via Christi Health

Via Christi Health's rich history of serving the people of Kansas and the surrounding region dates back more than 100 years to the healing ministries of their founding congregations. Today, Via Christi Health is the largest provider of health care services in Kansas serving Kansas and northeast Oklahoma through 10 owned or co-owned hospitals, 12 senior villages, home based and outpatient services.

Challenges

Via Christi had implemented a variety of disparate systems overtime. Clinicians were frustrated that they had to access multiple systems to get the information they needed to provide care. "Mirror Image", an internally developed application was designed to deliver an integrated and customizable view into those systems. Mirror was a great success with the clinicians and they asked for more and more however the sub-second response time they had become accustomed to had to be maintained.

Mirror outgrew its HP DL580 servers and needed additional headroom.

Customer solution at a glance

Hardware

- 2 HP Integrity rx6600 Servers
- 1 HP Integrity rx3600 Server
- HP StorageWorks XP20000 Disk Arrays
- HP StorageWorks EVA

Software

- Microsoft SQL Server

Vital Support System Services

- Installation and Configuration
- Staff Augmentation
- System Architecture and Problem Resolution
- Design Consultation

"Healthcare is a 24X7X365 per year endeavor. HP solution provides the performance, reliability and stability our patients deserve and demand."

Objective:

- Provide a platform that would allow Mirror to grow while maintaining sub-second performance response time.
- Maintain reasonable capital and expense requirements.
- Provide an environment that would allow programmers to use familiar tools for continued development.
- Provide an easy and quick way to migrate 6 terabytes of data while minimizing downtime.

Approach:

- Developed a Mirror Application Suite that saved over \$1M by transferring document imaging to this proprietary single repository of multiple applications and purposes.
- Continue to add usage applications to Mirror.
- Upgrade to HP Itanium servers providing mission critical, high availability and optimum headroom for quick response time.
- Upgrade from Microsoft SQL Server 2000 to Microsoft SQL Server 2005. Upgrade storage to HP EVA.
- Virtualize Windows interface / web servers onto a VMware ESX cluster hosted on HP DL380s
- Perform all upgrades in a single upgrade event, using an upgrade plan developed with the help of Vital Support Systems and Hewlett Packard. Use the new hardware to rehearse the upgrade.

IT Improvements:

- Provided an "Always On" environment where scheduled downtime is almost non-existent.
- Ability to deploy new servers in hours instead of weeks through server virtualization.
- HP Integrity servers and HP Storage provides the performance and reliability Via Christi's clinicians expect and deserve.

Business Improvements through Server

Virtualization:

- Savings of over 20% of power consumption costs per year.
- A 20% savings on server costs.

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