Federal Health Services Contract Company: Keeping Pace with Rapid Growth

About Our Client:

The Federal Health Services Contract Company operates in both the United States and Asia. Since the early 2000's, the company has been an international leader in medical and behavioral health services, providing care for over 250,000 patients in state hospitals, civil commitment centers, and correctional facilities at the local, state, and federal levels. With a large network of employees and a broad range of services and clients to support, the healthcare company relies heavily on its IT infrastructure and support services to scale seamlessly with its anticipated growth. Because healthcare is a competitive market that also mandates strict regulatory compliance, the company requires highly-vetted, reliable technology to remain at the forefront of the industry.

Our Client's Challenges:

The Center for Medicare and Medicaid Services (CMS) anticipates that medical expenditures will grow by over 5% annually for the next decade. As a result, the Federal Health Services Contract Company must continue to adapt and modernize their systems to cater to this swelling demand for their services.

Until recently, the company operated off of a legacy hyper-converged environment–Cisco UCS with external EMC storage–a system that was struggling to keep pace with their rapid growth. As a result, their custom software application, which provides the framework for all the major business applications, could not keep up with their pace either. Because the Cisco UCS suite could not adequately scale with their business expansions, the company knew that they needed a different infrastructure solution–and they needed it quickly. Furthermore, the new solution would need to meet certain industry and company-specific requirements:

- Speed and scalability in order to account for anticipated growth
- Reliability to maximize uptime in a variety of time zones, locations, and facilities
- Security to comply with data integrity regulations imposed by state and federal governments
- (Built-in) support and maintenance services to facilitate configuration and to minimize downtime

What They Needed:

The Federal Health Services Contract Company assembled a team of managers, administrators, and engineers to evaluate different solutions to potentially replace their production EMC and disaster recovery EMC arrays. The company contacted TSA–because of our extensive technical experience–to determine how we could successfully address their concerns. The company reiterated that their primary considerations for a successful replacement infrastructure were:

- Compliance
- Speed
- Reliability
- Ease of use
- Support after sale

In response, Chris MacDonald, a Solutions Architect for TSA, demonstrated the capabilities of the HPE 3PAR and c7000 Chassis–our suggested replacement solutions for the Cisco UCS and EMC storage infrastructure that was currently in place. While the company's IT team went on to explore a variety of other service and hardware solutions (from TSA and other competitors), they ultimately agreed that the HPE 3PAR with TSA support was the superior infrastructure solution available to them. After such exhaustive research, the company was confident that the TSA solution would meet their immediate requirements as well as scale with the growth they expected to see over the next 4-6 years.

What We Provided:

Once the new HPE hardware arrived, TSA immediately began setting up and configuring the 3PAR systems at the company's two designated data centers, with the help of HPE hardware-specific engineers. The initial setup and installation was completed in 5 days, and our IT team and the HPE engineering staff were able to begin a seamless migration of services–both production and data recovery systems–from the former Cisco UCS compute platform to the new HPE 3PAR and C7000 blade chassis.

With the migration underway, TSA worked with company's network vendor to set up the WAN for replication between their production network and their Disaster Recovery systems. Chris oversaw these changes on behalf of the company and freed up the company's technical staff to continue work on other projects. The company was pleased with the transition timeline that TSA delivered on, especially considering the magnitude of the project. The TSA team responsibly managed this time-intensive work so that the company's team could maintain their focus on other projects. Finally, TSA assumed responsibility for the servicing and maintenance of the new infrastructure.

Today, TSA remains a key partner for the Federal Health Services Contract Company in the event of run errors or configuration-related inefficiencies with their new HPE 3PAR infrastructure. Because of our extensive knowledge and prior experience with operating HPE infrastructure, our experts effectively reduce the chance of downtime-causing technical issues within the system. Moreover, we respond quickly to support the company on-site in the event of an outage, maximizing reliability of service and provision for our client.

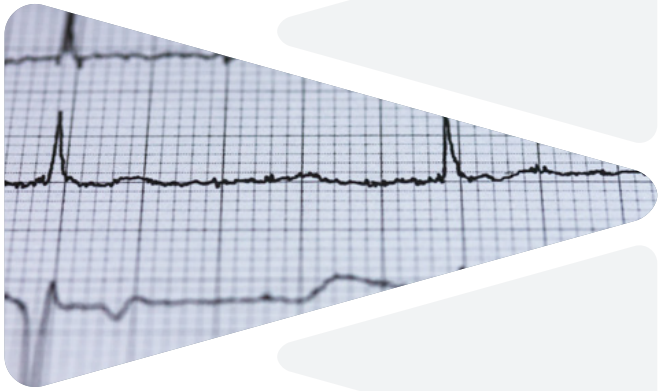
The Results:

The Federal Health Services Contract Company seized the benefits from the HPE 3PAR infrastructure to capitalize on their IT advantage. Since the rearchitecture, the company has reported 200% growth over the past four years–growth fueled largely by winning contracts away from their competitors. Most importantly, during this growing process, the HPE 3PAR infrastructure has seamlessly scaled to accommodate their continued growth and any challenges that have arisen.

Moreover, TSA continues to service and support the new HPE 3PAR infrastructure, providing 99.999% uptime for the company's systems. This phenomenal level of reliability allows the company to focus on providing the patient care and customer service they are recognized for within the healthcare industry. In addition, the company's employees have experienced increased efficiency due to the speed of the new data services. These benefits are most acute for the end users managing the remote healthcare facilities, and the improvement is considerable compared to the prior Cisco UCS infrastructure.

Finally, in addition to achieving increased speed, reliability, and comprehensive support from TSA, the company has also benefited from significant cost savings. The original contract with TSA saved the company $80,000 in the initial procurement and has resulted in lowered support costs over time. In addition, by using the HPE Switchblade Promo, TSA helped the company replace their Cisco UCS compute platform with an HPE C7000 chassis and blades. While their competitors were replacing only their storage components, the Federal Health Services Contract Company upgraded their entire infrastructure, positioning them as the undisputed IT leader within their market for the near future.

By moving to a more scalable architecture, managing the transition, and supplementing the team with ongoing support services, we enabled the Federal Health Services Contract Company to continue providing healthcare to the people who need it most.



ARE YOU GROWING TOO FAST?

Contact TSA to learn how to scale your infrastructure to support your rapid growth.