EATEL
Business
powered by **MORE**

State-of-the-Art Hospital Achieves
New Level of Business Continuity, Redundancy

THE COMPANY

University Health System is a network of two large teaching hospital locations in the Louisiana cities of Shreveport and Monroe. The hospital upholds a strong commitment to state-of-the art treatment and clinical research. University Health Shreveport is one of only six hospitals associated with St. Jude's Children's Research Hospital.

As both a hospital and teaching institution, University Health handles large amounts of sensitive data, including protected health information (PHI), patient billing records, and business data.

Patient care and privacy is a top priority for University Health, and it is critical that their infrastructure be dependable and secure.

The Challenge

University Health had a big infrastructure move to make and how to think carefully about how to do it. Due to a new business requirement, the racks for the hospital's EPIC, Citrix, and PACs systems had to be relocated.

One option for the relocation was to keep the infrastructure within the hospital's own walls, retrofitting some vacant space for a new data center. This, however, was problematic.

"Really, our infrastructure, heating, cooling, power, and that was sub-optimal for commercial standard data center," says Marcus Hobgood, Chief Information Officer for University Health System.

Further, the facility was already causing network outages, which would create further problems with the new data center.

"We realized early in the project that the primary cause of our unscheduled downtimes were related to environmental factors and our infrastructure in our building," said Marcus.

The other option would be to relocate the infrastructure to an offsite environment. However, there were few if any nearby facilities suitable forb the purpose, and even still, moving the infrastructure would be a huge logistical effort.

The Solution

While University Health was dealing with this issue, EATEL Business was constructing a Tier III Data Center in downtown Shreveport. Using this facility would not only allow the hospital the benefits of a commercial grade data facility, but also permit University Health to use EATEL Business resources to carry out the move.

"Moving to a new building really aligned with what we needed," said Marcus. "Especially a locally operated, nationally accredited data-center space."

Ultimately, a project groundwork was developed that includes three parts. The first step of the process will involve establishing an additional 10-gig circuit between the hospital and the data center to provide networkredundancy. The second part will include professional services and colocation, with EATEL technicians moving five racks of infrastructure into the new Tier III Data Center. The third part of the project will involve building a new infrastructure based on the Citrix Platform that will establish scalability.

A proof-of-concept for this platform has already been developed. When the system is completed in 2017, it will not only be able to handle the hospital's own medical records, but also used to extend EPIC services to other providers and hospitals

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The Results

With the project framework developed, work will begin in 2017.

"What we hope to accomplish is to have better redundancy, to reduce downtime, and to really have a proven data center space where we know our IT assets and increase our business continuity significantly," says Marcus.

Also, using the local EATEL Business facility will be a significant cost-saver.

"Using a local facility make our circuit costs way more affordable," says Marcus.

University Health has intergrated EATEL Business into its business strategy. At the 2016 IT Symposium in New Orleans, University Health gave a presentation on it recent successes which went into detail about the benefits of its partnership EATEL Business.

TOP FOUR BENEFITS:

- Reduced cost from not having to establish in-house infrastructure
- Added network redundancy between the hospital and data center
- Reduced burden on IT staff to manage hardware infrastructure
- Met compliance standards for facility and security

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