



CASE STUDY

ManageWise for a Large Regional Medical Center

ManageWise Gives Medical Center IT Team Ongoing Support for a New Compute Platform

THE CHALLENGE

The medical center was up against a deadline involving their largest and most critical application. They needed to upgrade from a legacy electronic health record (EHR) system to a new system. This involved creating the new system and migrating all of their patient medical, billing and treatment data.

This client's IT team also needed assistance with administering their new Cisco, NetApp and VMware system, Meditech FlexPod. The medical center needed help setting up the system that unites computing, networking, storage access and virtualization, as well as getting ongoing support.

Client Overview

- One of the largest regional medical centers in the Western U.S.
- 235-bed multi-campus healthcare system
- Designated as a "five-star" and "top 100" hospital
- IT responsible for 1,800 employees, 280 health professionals and 250 volunteers

The client had a deadline involving their largest, most critical application. They needed to upgrade from a legacy EHR system to a new system.

THE SOLUTION

cStor helped the IT team meet the deadline imposed by the hospital by setting up the software and infrastructure to support the new system and migrating data from the legacy EHR. Additionally, they provided the client with a 3-year ManageWise service contract to help support their new Meditech FlexPod system. With a "teach them to fish" approach in helping the client understand and master the new system, the contract includes ongoing informal training for the medical center's IT staff.

Setup of the new system, as well as ongoing maintenance and training, would have required the client to hire several new FTEs at a cost of over \$240,000. The ManageWise service provides the medical center with a dedicated team that includes an account manager, professional services manager, project manager, and a few engineers – all for less than the cost of a single new FTE.



By hiring cStor, the medical center was able to setup the new system and receive ongoing maintenance and training – all for less than the cost of a single FTE.

THE RESULTS

cStor helped the client complete the project on a tight timeline and within budget. Upfront costs of deployment had ballooned due to the short timeline, but cStor engineers were able to find several hundred thousand dollars of savings by identifying efficiencies. cStor offset increased costs of software by leveraging tools the client already had.

The client was able to come up to speed quickly on their new equipment. Support from cStor's engineering team will eventually enable the client to become self-sufficient in the day-to-day administration of the system, with cStor helping to troubleshoot any issues that arise.

cStor was able to identify cost-effective solutions and efficiencies throughout the project.

ABOUT MANAGEWISE

ManageWise is part of a new breed of IT service, born out of the same economic necessity and technological capacity as on-demand consumer services. It helps relieve tension between IT and the business by striking a healthy balance of stability and agility, providing the resources to keep existing infrastructure strong while enabling business growth.

Let's Get Started

Learn more about how cStor can work with your team to capitalize on today's leading technologies and maximize your IT investments. Contact cStor to schedule an appointment today.

About cStor

cStor helps companies strategize, create and implement data center, digital transformation and cybersecurity solutions that help clients leverage IT to enable business transformation, reduce costs, minimize risk and gain competitive advantage.



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