



SUNGARD

MAXIMIZING THE SCALABILITY OF A NATIONAL ELECTRONIC HEALTHCARE NETWORK



CLIENT CHALLENGE:

A national electronic healthcare network was experiencing significant growth in a compressed period of time. Due to the sensitive information it handled, the organization required an infrastructure that was second-to-none in its reliability and security.



SUNGARD SOLUTION:

SunGard Availability Services' colocation facilities provided the network with a scalable, state-of-the-art infrastructure, tailored to the network's unique needs and protected by comprehensive environmental controls, security procedures, and redundancies to ensure continuous uptime and maximum data protection.



“When you’re a small company, you don’t have the resources to build the kind of robust infrastructure offered by SunGard. With SunGard, even a small company is able run with the big boys: you can have the same first-class, second-to-none infrastructure that any of the Fortune 500 companies operate themselves. SunGard puts capabilities within reach for small and mid-sized organizations.”

Vice President of Systems Operations

When the electronic health network first partnered with SunGard in 2004, they were a fairly small organization. Their network connected various healthcare stakeholders together by facilitating transactions such as benefit requests, medical history requests, and electronic prescriptions. Because they worked with protected health information, the network was bound by strict compliance regulations, including HIPAA, and therefore was open to regular external audits. HIPAA also required the health network to perform a yearly risk assessment of its IT environment. SunGard Availability Services’ colocation services enabled the network to meet their availability and regulatory requirements as well as their business needs. Through colocation, SunGard provided the network with an enterprise-grade data center, reliable infrastructure, environmental controls, and security procedures.

DRAMATIC GROWTH

When the electronic health network first partnered with SunGard, their infrastructure required just five data racks at the colocation facility. But 2005 marked the beginning of a high-growth phase. Government regulations implemented “meaningful use,” which required that the healthcare industry share, reuse, and aggregate electronic health information in a secure and private manner. Doctors began to move heavily toward e-prescribing medications.

The network became national in scope, growing 400% between 2009 and 2011. In a few short years, the five data racks increased to dozens. The vice president of systems operations at the electronic health network affirmed the key role SunGard played in this growth process: “When you’re a small company (at the time, we had less than 50 employees), you don’t have the resources to build the kind of robust infrastructure offered by SunGard. With SunGard, even a small company is able run with the big boys: you can have the same first-class, second-to-none infrastructure that any of the Fortune 500 companies operate themselves. SunGard puts capabilities within reach for small and mid-sized organizations.”

A PRODUCTIVE PARTNERSHIP

SunGard worked closely with the network during their dramatic expansion to tailor a solution to meet the network’s specific needs. First, there was the matter of reliability. The network required high availability to ensure that patients received the medications being prescribed. The vice president at the network explained, “We were very impressed with the redundancies, processes, and procedures in place at the SunGard data center. But SunGard went even further. As we grew, SunGard worked with us to scale its infrastructure and deliver redundant power to us. They made upgrades to their facility to accommodate our needs.”

This positive partnership also extended into the area of security. SunGard data centers provide a manned front desk, card key access, a raised floor, background checks on all SunGard personnel, complete environmental controls, and 24/7 monitoring and reporting. All security certifications and regulations are strictly adhered to. However, the network requested an additional level of security: a secure cage environment. SunGard readily met the new requirement. “It is vital that the data we handle – both in transit and at rest – remain secure,” stated the vice president. “SunGard established a secure cage environment for us, even though this is not the norm for the data center we are in. The cage has advanced biometric security controls which go above and beyond what a typical customer would require. This allows us to confidently give the government the assurance that we are adhering to the highest level of security demanded by HIPAA regulations.”

THE POWER OF TESTING

The solid relationship between SunGard and the network also has to do with the people who interact every day. The vice president acknowledged, “My staff have affirmed that the SunGard personnel are always friendly and responsive. If we have equipment arriving that has to be deployed, or we need a routine procedure performed, SunGard’s people always take care of things in a timely manner. It is an excellent partnership.”

CONFIDENCE FOR THE FUTURE

The electronic health network continues to grow, now employing virtualization technology to provide more processing power and data storage and utilize their data center space more efficiently. The vice president concluded,

“We primarily use SunGard as a colocation hosting facility. As we continue to develop our mainstream business, we will certainly be deploying more infrastructure. However, we are also aware of SunGard’s various managed services and recognize that these are an option available to us as we expand. They have tremendous capabilities at their disposal: anything we need, we can do with them as our partner. I feel very comfortable saying that regardless of the speed of your growth, SunGard will be able to match your needs with expertise and efficiency. SunGard used its expertise to keep our critical systems available and our business operational.”

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, business continuity management software to over 9,000 customers Globally.

SunGard Availability Services | 680 East Swedesford Road | Wayne, PA 19087 | 800-468-7483 | www.sungardas.com

© 2012 SunGard. SUC-063

Trademark information: SunGard and the SunGard logo are trademarks or registered trademarks of SunGard Data Systems Inc. or its subsidiaries in the U.S. and other countries. All other trade names are trademarks or registered trademarks of their respective holders.