



SUNGARD

MCKESSON

Customer
Success
Story

McKesson Quickly Launches Software-as-a-Service Solution to Physician Practices with SunGard Managed Recovery Services

OBJECTIVE

Meet deadline for launching software-as-a-service solution for physician practices

Comply with HIPAA and other regulatory requirements

BENEFITS ACHIEVED

By using SunGard Managed Recovery Services as the disaster recovery solution for its software-as-a-service offering, McKesson was able to launch the solution more quickly than if it had developed a disaster recovery solution itself.

SunGard Managed Recovery Services complies with a variety of healthcare regulations, including HIPAA and meaningful use requirements.



HIGHLIGHTS:

Goal: For McKesson to quickly deploy a disaster recovery solution as part of its software-as-a-service offering to physician practices, in order to meet the deadline for product rollout.

Solution: SunGard's Managed Recovery Program

Results: By using SunGard's Managed Recovery Program, McKesson was able to meet its deadline for product rollout, and deliver a highly reliable disaster recovery solution for its customers as part of its software-as-a-service offering.

McKesson Corporation, ranked 15th on the Fortune 500, is a healthcare services and information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes, and improving the quality and safety of patient care.

Its Physician Practice Solutions (PPS) division helps physician practices improve their services and business processes. The division's comprehensive portfolio of technology solutions are used in more than 125,000 physician practices nationwide. These solutions focus on how physician practices can optimize their use of health information technology, and also address the many larger obstacles that independent physician practices face.

The division offers software-as-a-service electronic health record solutions. Vital to those solutions is a disaster recovery program. McKesson was looking for a disaster recovery solution for its McKesson Practice Choice offering that would accomplish the following:

- **Provide effective, reliable disaster recovery.** Because disaster recovery would be part of a larger service McKesson was providing to customers, the service had to be as reliable and effective as possible.
- **Meet time-to-market objectives.** The Physician Practice Solutions division wanted to launch the new service as quickly as possible, and in order to do so, it needed to have a full disaster recovery program in place before launch.
- **Reassure customers that their data was safe.** Unless the safety of medical records was guaranteed, physician practices would likely not sign up for McKesson services. McKesson needed a solution that would be absolutely reliable and able to recover from a disaster quickly.
- **Comply with regulatory requirements.** Healthcare is a highly regulated field, including requirements for security and privacy of data under the Health Insurance Portability and Accountability Act (HIPAA). Any disaster recovery solution would have to comply with those regulations.

Using the SunGard Managed Recovery Program, McKesson was able to quickly deploy disaster recovery as part of its service offering for physician practices, ensuring that it was able to launch its product on time.

CUSTOMER PROFILE:

McKesson Corporation, ranked 15th on the Fortune 500, is a healthcare services and information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes, and improving the quality and safety of patient care.

Headquarters:
San Francisco

Industry: Healthcare services and IT

"The staff at SunGard have a very high level of professional expertise. They made sure that all deadlines were met, and helped us with any issues that arose."

Ponce Kenton,
director of engineering
for the Practice Choice solution

MCKESSON CHOOSES SUNGARD MANAGED RECOVERY PROGRAM

McKesson's IT staff considered developing a disaster recovery program on its own, but after research, realized that if McKesson were to design and deploy the system itself, the product launch could be delayed.

After considering alternatives, McKesson chose the SunGard Managed Recovery Program as being best suited for its needs. SunGard's Managed Recovery Program (MRP) is structured around the specific needs of businesses and the requirements of their applications. With MRP, SunGard assumes full accountability for recovery management. SunGard assigns a dedicated Service Delivery Manager (SDM) to a company, acting as an extension of the company's team, reducing the cost and time required to send staff to a recovery site. The SDM has expert knowledge of the recovery program, including the workflow, timeline, and communication procedures. A single point of contact, the SDM coordinates test planning, test execution, test monitoring, post-test reporting, and the post-test reviews. During an actual recovery, the SDM is the liaison between the company and the SunGard recovery team.

Deployment of the service went quickly and smoothly, and easily met the deployment deadline.

"Working with SunGard was the same as if I were working with McKesson's IT staff," says Ponce Kenton, director of engineering for the Practice Choice solution. "The relationship was that easy. I assigned a member of the technical staff to be the point contact, and after that, building out the solution was straightforward.

"You could tell that SunGard has the right expertise, because they wrote out a detailed plan of how their solution would be planned and deployed. There were excellent communications the entire time. You could tell that they had a great deal of experience in doing this."

ABOUT MCKESSON

McKesson Corporation, currently ranked 15th on the Fortune 500, is a healthcare services and information technology company dedicated to helping its customers deliver high-quality healthcare by reducing costs, streamlining processes, and improving the quality and safety of patient care. McKesson has been in continuous operation for more than 175 years, making it the longest-operating company in healthcare today. Over the course of its history, McKesson has grown by providing pharmaceutical and medical-surgical supply management across the spectrum of care; healthcare information technology for hospitals, physicians, homecare, and payers; hospital and retail pharmacy automation; and services for manufacturers and payers designed to improve outcomes for patients.

“Deployment of the disaster recovery solution as part of our software-as-a-service offering for physicians went very smoothly with the SunGard Managed Recovery Program. SunGard was very structured and professional about it—we knew we were in good hands.”

Ponce Kenton,
director of engineering
for the Practice Choice solution

MCKESSON REAPS BENEFITS FROM THE SUNGARD MANAGED RECOVERY PROGRAM

Using the SunGard Managed Recovery Program, McKesson was able to quickly deploy disaster recovery as part of its service offering to its customers, ensuring that it was able to launch its offering on time. McKesson’s customers were also reassured that their data was safe and secure, that they could recover quickly in the event of a disaster, and that the way the data was stored would meet HIPAA and other requirements.

“We often get questions from prospective customers about whether we have a disaster recovery plan in place, and so explaining that we do reassures them,” Kenton says. He adds that the SunGard solution meets HIPAA requirements as well as other types of requirements for customers, such as meaningful use requirements, which is vital for a healthcare offering.

Kenton adds that he knows that if work needs to be done on the solution, or he has a request, SunGard will solve it quickly.

“SunGard was instrumental in helping me achieve my goals,” he says. “Several years ago I used them for another product, and they delivered then as well. If I have a future need for a Managed Recovery Services company, I will think of SunGard first.”

About SunGard Availability Services

SunGard Availability Services provides disaster recovery, managed IT, information availability consulting services, and business continuity management software to over 8,000 customers in North America and Europe.

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

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