

HEALTHCARE PROVIDER QUICKLY MOVES TO COLOCATION WITH SMARTCABINET



A Vertiv Case Study



Background

Instead of trying to update and maintain its IT infrastructure that was occupying what could be revenue-generating space within the hospital, this healthcare provider determined that moving its centralized data center operations to two different colocation facilities while having dedicated systems for each of its hospitals, was the best approach for achieving operational goals and ensuring patient data protection.

Along with data security that aligned with the Health Insurance Portability and Accountability Act (HIPAA), the company needed to ensure its equipment was compliant with the latest building codes. The solution also needed to house the high-density power and thermal equipment used to support the expanding business which included the ongoing opening of new clinics and facilities.

Adding to the complexity of the transition was the need for rapid deployment and integration that would meet a tight 12-month timeline, making the Vertiv SmartCabinet™ solution a smart choice.

ABOUT THE COMPANY

As one of the largest faith-based, nonprofit health systems in the United States, this healthcare provider has more than 350 points of access such as 27 hospital locations including acute care, short stay, rehabilitation, and transitional care facilities.

The company's owned, operated, and joint-venture facilities are where more than 25,000 employees serve more than seven million residents in 16 North Texas counties.

Listed four consecutive years as part of the Fortune 100 Best Companies to Work For, this health system's total operating revenue in 2017 was nearly \$9 billion.

Case Summary

Location: Headquartered in Arlington, Texas, with colocation facilities in Dallas and Fort Worth

Vertiv Solution: Factory-integrated Vertiv SmartCabinet

Critical Needs: With two on-premise data centers to be shutdown, this Texas healthcare system needed to update and relocate its IT infrastructure to colocation facilities within a 12-month timeframe while staying in budget and ensuring business continuity.

Results:

- Simplified integration for savings in time and money
- Reduced personnel costs due to remote management capabilities
- Improved data and equipment security
- Simplified purchasing and asset management through standardization
- Ensured regulatory compliance

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The intelligent design of the Vertiv SmartCabinet™ coupled with the detailed deployment plan saved this healthcare company an estimated eight hours of work per cabinet, allowing the colocation transition project to be completed on time and within budget.

Solution

After completing a cost analysis for a new-build data center versus switching to colocation, the chief information officer for this Texas healthcare company determined that it could best achieve its business goals by closing two of its on-premise data centers and moving both existing and new equipment into colocation facilities. This move was needed due to a very outdated data center and the pressure put on IT as the business continued to grow.

The company needed to upgrade the power and thermal infrastructure to support deployment of high-density equipment and was looking to evolve to an information technology infrastructure library (ITIL) operating model that standardizes the planning, purchasing, deployment and maintenance of equipment for more predictable service delivery.

Having previously used the spectrum of Vertiv equipment and being a loyal user of Avocent® solutions for more than 10 years, the company's data center manager knew that Vertiv could provide an infrastructure management solution. He reached out to the local Vertiv representative who subsequently connected with DataSpan, a partner who has worked with this healthcare company for more than 25 years.

While the data center manager quickly became interested in the intelligent design and application tailoring available with the factory-integrated Vertiv SmartCabinet™, he did ask DataSpan to provide pricing on an alternative solution from a Vertiv competitor. The competitor's solution would have required its personnel to be at the colocation facilities to handle assembly and installation. This solution came with a much higher price tag and was a security concern for the manager of these lights out data centers.

To ensure thorough understanding of the data center manager's needs, both the Vertiv product manager and local representative became immersed in planning meetings regarding the move to colocation. It was clear that manager's primary need was a less intrusive, cost-effective solution that could be rapidly deployed.

The Vertiv team developed a comprehensive deployment plan that detailed each of the 155 Vertiv SmartCabinets being used. This plan served as a blueprint for factory configuration of all cabinet components which not only included Vertiv racks and rack power distribution units (PDUs), but electronic biometric cabinet locks and radio frequency identification (RFID) equipment from other providers.

The integration of these security elements allowed the healthcare company's team to track rack access and any changes within the rack from a network operations center.

Also enabling centralized, remote management was the company's use of the Avocent Universal Management Gateway. Ultimately, this improved visibility and control provided cost savings generated from a reduction in the number of on-site infrastructure management personnel needed. The company is now down to one person at each location and neither person is required to work around the clock.

Due to the integration being performed in the factory, there was very little work to be done after racks were rolled into place. In fact, the intelligent design of the Vertiv SmartCabinet coupled with the detailed deployment plan saved this healthcare company an estimated eight hours of work per cabinet, allowing the colocation transition project to be completed on time and within budget.