



Cambridge Health Alliance

Doing More with Less Staff

Business Value

- 4x scalability
- More productivity with less staff
- \$2M savings
- Automated failover in one minute, for every application, at no cost
- Easy resource reallocation

Executive Summary

Cambridge Health Alliance chose PAN Manager® Software by Egenera® to manage the infrastructure for their new ambulatory product suite in a strategic initiative to automate its ambulatory-care environment. Over a five year period, the Alliance expects to save \$2 million with PAN Manager, including \$1 million in initial capital costs. Equally significant, Egenera is reducing system administration requirements—enabling Alliance IT professionals to focus on activities that add real value to the user community.

Business Challenge

Cambridge Health Alliance (the Alliance) is a unique model that integrates public health, clinical care, academics, and research in Greater Boston. An integrated system of three hospitals, a public health department and more than 20 primary-care practices, the Alliance offers a wide variety of health services including medical specialties, surgical specialties, obstetrics and primary care for all ages. This nationally recognized, award-winning healthcare system also offers unique programs for multicultural populations and is a strong regional provider of critical psychiatric services.

The Alliance chose PAN Manager to manage its data center infrastructure. The infrastructure was redesigned to support its new Epic Systems Corporation® ambulatory product suite as part of a strategic initiative to automate its ambulatory-care environment. The ambulatory care service generates 500,000 patient visits per year.

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Chief Information Officer
Cambridge Health Alliance

“Deploying our new ambulatory-care application meant finding a platform that could meet three crucial objectives,” explains the Alliance’s chief information officer. “First, the system needed the power to support complex clinical applications and deliver the nanosecond response times clinicians demand. Second, since IT infrastructure in healthcare competes for capital with initiatives that directly impact patient care, the solution had to be extremely cost-effective. And third, considering the mission-critical nature of the application, we required an exceptional level of availability without the cost and complexity associated with traditional HA clusters and fault-tolerant systems.”

A multi-year TCO analysis was also performed. A combination of industry-standard servers and PAN Manager emerged as the optimal alternative. The analysis showed that over a five-year period the Alliance expects to save \$2 million with Egenera. Compared to proprietary UNIX systems, the Alliance saved approximately \$1 million in equipment costs alone on its initial purchase. A solution comprised of standalone servers and management point-products also would have cost more because of the additional infrastructure required.

Equally significant was PAN Manager’s impact on management costs, which represent 50 to 70 percent of a typical IT budget according to market research firm IDC. Says the Alliance’s CIO, “If we’d purchased any other platform to support the Epic applications, we would have had to hire more system administrators. The simplicity and automation of the Egenera system take the place of two people.”

Healthcare

Cambridge Health Alliance

The Alliance reports that PAN Manager frees up personnel, enabling its IT professionals to focus on activities that add real value to the user community. For example, tests performed by the Alliance show that PAN Manager provides automated failover in slightly over a minute. Moreover, resources are never locked into a single configuration and reallocation is no longer a painful experience. PAN Manager's lights-out capability is also critical, since 99 percent of system administration is performed remotely.

Egenera's unique approach to high availability (HA) also adds significant value. If they had implemented any of the other alternative solutions, the Alliance could not have gained the benefits of generalized HA. Instead, IT would have to pick and choose which servers to configure for failover since it costs too much, takes too much time, and adds too many failure points to implement HA across all applications. Alternatively, PAN Manager's, N+1 approach to HA enables the Alliance to provide automated failover for every server, at virtually no cost.



East Coast Headquarters

Egenera, Inc.
165 Forest Street
Marlboro, MA 01752
U.S.A.
Main: 508-858-2600
Sales: 508-858-3600
Fax: 508-481-3114
www.egenera.com

West Coast Headquarters

Egenera, Inc.
5201 Great America Parkway
Suite 446
Santa Clara, CA 95054
U.S.A.
Main: 408-748-1100
Fax: 408-748-1101

Europe/Middle East/Africa

Egenera Ltd.
2nd Floor Titan Court
3 Bishop Square
Hatfield AL109NA
United Kingdom
Voice: +44 (0)1707 226097
Fax: +44 (0)1707 226197
www.egenera.com

Asia Pacific Headquarters

Egenera, K.K.
Shinjuku NS Bldg. 6F,
2-4-1 Nishishinjuku,
Shinjuku-ku
Tokyo 163-0806 Japan
Voice: +81-3-5321-7157
Fax: +81-3-5321-7158
japan.egenera.com