



Emory Healthcare

Data Center Virtualization

Business Value

- System administration requirements lowered 80 percent
- TCO lowered 60 percent
- Provisioning time reduced from two weeks to 10 minutes
- Capital cost reduced 66 percent
- Utilization improved 500 percent

Executive Summary

Emory Healthcare has moved mission-critical applications from proprietary UNIX® and mainframe platforms to a virtualized infrastructure based on industry-standard servers and PAN Manager® Software by Egenera®. Benefits include improvements in system administration, TCO, utilization, and provisioning. A system administrator can easily configure and allocate a virtual server in minutes. In addition, multiple operating systems and OS images can be run on a single server, enabling IT to create test systems on servers otherwise used for failover. PAN Manager also helps ensure that patient records are preserved in accordance with government mandates.

Business Challenge

Emory Healthcare is one of the nation's leading health systems and is affiliated with the world-renowned Emory University School of Medicine and Emory University Hospital, all located in Atlanta, Georgia. The largest healthcare system in the state of Georgia, Emory has revenues in excess of \$1 billion and approximately 8,400 employees. Emory Healthcare is passionately committed to providing the highest quality patient care, innovative research, medical education and health information to serve the local and global communities. As part of a strategic initiative to simplify the data center and reduce IT spending through utility computing, Emory has moved mission-critical applications from proprietary UNIX and mainframe platforms to a virtualized infrastructure based on industry-standard servers and PAN Manager.

"To deliver the sophisticated services our user community expects, with the zero downtime medical applications demand, and do it all while spending less, requires a visionary approach. We found that Egenera is the only platform available today that delivers the resource virtualization needed to support our vision for utility computing."

*Director, Infrastructure Support Services
Emory Healthcare*

Egenera Benefits

Emory Healthcare reached its decision by comparing PAN Manager's server-virtualization and management capabilities against virtualization offerings from the industry's largest providers of enterprise-class systems. Egenera's superior solution is enabling Emory's IT group to:

- Reduce capital costs by two-thirds
- Lower total cost of ownership by 60 percent
- Improve processor utilization five-fold
- Compress the time required to provision a server from two weeks to 10 minutes
- Reduce system administration requirements by more than 80 percent.

"At Emory, decisions about IT infrastructure are made based on long-range business requirements," explains the director of infrastructure support services at Emory. "To deliver the sophisticated services our user community expects, with the zero downtime medical applications demand, and do it all while spending less, requires a visionary approach. We found that Egenera is the only platform available today that delivers the resource virtualization needed to support our vision for utility computing."

Emory's IT personnel can assign server resources to internal users as well as to partners, doctors, and clinicians outside the organization. A system administrator can easily configure and allocate a virtual server in minutes, sparing users the complexity of connecting to Emory's SAN and IP networks.

Healthcare

Emory Healthcare

Additionally, by utilizing third-party virtual machine software, Emory Healthcare can run multiple operating systems and OS images on a single server. This capability enables Emory to build test systems without procuring dedicated hardware and represents the most significant reduction in capital costs enabled by PAN Manager over other solutions. Instead, virtual servers used for testing are created on physical servers also allocated for failover, minimizing the number of systems required and notably increasing processor utilization.

"We saw our server farm exploding," says Emory Healthcare's director of operational services. "As we added servers to accommodate our growing need for processing capacity, management was becoming increasingly complex." But by using PAN Manager to consolidate servers and provide provisioning and workload management across the virtualized environment, Emory avoided further cost increases by holding down the number of systems administrators required to manage their data center operations.

Due to government regulations and regulatory compliance, high availability was also a factor in Emory Healthcare's decision-making process. PAN Manager's N+1 high availability and disaster recovery help ensure that patient records and other information are accessible and preserved in accordance with government mandates.



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