Customer Case Study:
ProHealth Care

Critical Issue

As a major provider of health care services and a major employer in southeastern Wisconsin, ProHealth Care has a profound commitment to its community. Business continuity is vital. The organization's tape-based backup system could not deliver the rapid recovery required. ProHealth looked for a solution to eliminate downtime and protect its critical data and applications.

Results

- Provides cost-effective business continuity

- Protects data and critical applications including Lawson

- Enables fast, easy data recovery from any point in time

- Helps meet audit requirements with regular successful testing

Technologies

- Assure MIMIX DR for AIX

- Lawson™ Software solutions including ERP

- GE Healthcare solutions including Groupcast

- Eclipsys™ Sunrise Patient Financials™

- Kronos® Timekeeper Central®

- Sunquest Laboratory™

- 7 IBM® Power™ Systems servers running IBM AIX® at the primary data center

- 3 IBM Power Systems at the remote hosting recovery center

Company Name

ProHealth Care

Headquarters:

Pewaukee, Wisconsin (USA)

Industry:

Healthcare

Employees:

Approximately 6,000

Business Environment:

- Major provider of health care services in Waukesha County, Wisconsin for almost a century

- Regional critical and primary care provider with nationally recognized programs and physicians

- Expanding integrated health network includes two hospitals, approximately 20 clinics, an ambulatory surgery center and multiple long-term care and assisted care facilities

- Largest employer in Waukesha County

Implementation Team:

CDW

Precisely Products:

Assure MIMIX DR for AIX

Business Challenge

ProHealth offers patients a wide range of options for primary and specialty care. ProHealth ranks among the most technologically and clinically advanced community health care systems in the U.S. and has hundreds of physicians practicing at dozens of locations.

Business continuity is a critical organizational issue at ProHealth. The vital systems and applications running on IBM Power Systems servers at the ProHealth data center in Peewaukee, Wisconsin include Lawson ERP, Groupcast, Eclipsys, Kronos Timekeeper, and Sunquest Laboratory.

"A problem with one of our systems resulted in downtime several years ago, and we realized the need for a really robust business continuity solution," stated Dave Gates, Team Leader for the AIX/DBA Group, ProHealth Care Information Services, ProHealth Care. "We were using a tape-based enterprise backup utility, but it couldn't provide the rapid recovery we needed," Gates noted.

Solution

Working with its IBM partner CDW, ProHealth looked for a business continuity solution suitable for the requirements of a growing health care organization. Today that solution—Assure MIMIX DR for AIX from Precisely—is providing continuous data protection for ProHealth.

The Assure MIMIX DR for AIX installation and configuration process was rapid, according to Gates. "Assure MIMIX DR was quick to install, it's cost-effective, and we're protecting more than just data. Assure MIMIX DR also protects most of our major applications—Lawson, Eclipsys, Kronos, Groupcast, Sunquest—and the interface with Assure MIMIX DR is seamless," Gates stated..

ProHealth's mission-critical applications run in an LPAR environment. "They're split among a couple of IBM Power Systems servers running AIX. Our primary servers are in our data center, and our recovery center is a few miles away at a remote hosting site," Gates said.

To meet audit requirements for its hospital billing system, ProHealth tests Assure MIMIX DR for AIX regularly. "For the billing system, we do a full disaster recovery test every six months where we actually fail over to the other server. We do regular but less extensive testing on our other applications. The failovers work fine, the applications come up, and we know that with Assure MIMIX DR we have a quick recovery if we need it," Gates said.

Assure MIMIX DR for AIX has already proved its worth at ProHealth. "We had a database corruption issue and we needed to failover to the backing server. It was a very good feeling to know that our data was secure. Assure MIMIX DR's 'dial back' feature allowed us to easily roll back to a point-in-time before the corruption occurred," Gates explained.

"We upgraded to the latest version of Assure MIMIX DR for AIX, and we like the enhancements to the log files and time stamps. Preciselys' 24-hour support line is also valuable. We do email for most issues, but if there's something critical, it's great to know that we have immediate phone access for help," Gates noted.

"Business continuity is key for ProHealth, and Assure MIMIX DR for AIX provides the data protection and fast recovery we need," Gates said. "With Assure MIMIX DR, we can assure management and users that in case of a hardware or software problem at the primary server, we can failover to the backing server and business continuity will not be affected," Gates concluded.

> "I haven't seen a business continuity solution that compares to Assure MIMIX DR for AIX in terms of cost efficiency, effective protection for data and applications, and fast installation and configuration."
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> — Dave Gates,
> Team Leader for the AIX/DBA Group,
> ProHealth Care Information Services,
> ProHealth Care