

CONCORD HOSPITAL

EMC Global Financial Services helps facilitate a critical electronic medical records upgrade

Company: Concord Hospital

Industry: Healthcare

Headquarters: Concord, N.H. (USA)

Solution

- Multi-year financing plan engineered by EMC Global Financial Services
- Products deployed include EMC CLARiiON CX4, EMC Celerra NS, EMC MirrorView, EMC Navisphere, EMC-branded Brocade switches

“EMC Global Financial Services was flexible, creative, and served our needs very effectively during especially challenging economic times.”

CHARLIE BRISTOL
MANAGER OF UNIX ENGINEERING

Concord Hospital, a regional medical center, is one of the busiest acute care hospitals in New Hampshire and is currently staffing 230 beds. A long-time EMC® customer, the hospital provides traditional acute-care services across 42 medical specialties and operates “Centers for Excellence” in cardiac, orthopedic, cancer, and urologic care, as well as women’s health. For three of the last four years, *Hospital and Health Networks*, the magazine of the American Hospital Association, has recognized Concord Hospital as one of the nation’s “Most Wired Hospitals.”

DEMAND FOR GREATER PERFORMANCE AND AVAILABILITY

Concord Hospital had been implementing “meaningful use” clinical applications supporting electronic medical records (EMR) and other key projects over the past few year years. While these investments qualified the hospital for funding under the nation’s stimulus plan, the new clinical applications were demanding greater performance and availability from the hospital’s existing information infrastructure. To address these requirements, Concord Hospital IT wanted to upgrade to the latest generation of EMC CLARiiON® networked storage.

In addition, the healthcare provider was nearing the end of a three-year support agreement for its existing CLARiiON system. If the contract was allowed to expire, the hospital would face steep maintenance fees, making a technology upgrade even more necessary. However, budgets were being cut in response to the economic recession and the hospital lacked the capital dollars to invest in upgrades needed to support its new applications environment.

“We needed an EMC technology refresh to support our ongoing investment in ‘meaningful use’ clinical applications and to meet our growing requirements for more performance and reliability,” states Charlie Bristol, manager of UNIX Engineering. “The problem was that the economy had stalled and so had budget approvals. EMC Global Financial Services got involved and engineered a multi-year payment plan that broke up our capital expenditure and freed up funds for one of our most critical projects.”

THE RIGHT FINANCING PLAN MAKES IT POSSIBLE

Working with EMC sales and EMC partner Daymark Solutions, EMC Global Financial Services conducted a financial analysis of an EMC CLARiiON technology refresh, and showed how it would reduce long-term TCO for the hospital. Since the hospital’s policy did not permit technology leasing, EMC Global Financial Services offered financing based on a multi-year payment plan. Because the expense was spread across multiple years, Concord Hospital IT was able to secure internal financial approvals and move forward on the refresh which included: EMC CLARiiON CX4 networked storage, an EMC Celerra® NS unified storage gateway, EMC MirrorView™ data replication software, EMC Navisphere® software, and EMC-branded Brocade switches.

The technology refresh has enabled Concord Hospital to leverage:

- Better efficiency through virtual provisioning, tiered storage, and storage consolidation.
- Remote data replication for dramatically faster recovery of clinical and administrative applications.
- Increased performance made possible via flash drives and 4 GB Fibre Channel connections.
- Smoother integration between the hospital's CLARiiON storage and virtualized VMware® server environments due to CLARiiON FLARE® operating code enhancements.

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CHARLIE BRISTOL, MANAGER OF UNIX ENGINEERING

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