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BEST OF BREED: PRACTICING WHAT YOU PREACH

Teknicor provides customers throughout the Americas and EMEA with best-of-breed IT solutions for mission-critical needs — and relies on the same high-performance systems for its own requirements

Teknicor™

Information Technology | The Americas & EMEA

Business needs

Teknicor is a leading multinational cloud, on-premises and hosted solutions provider, with a specialized healthcare division. With performance and availability demands increasing and data volumes soaring, Teknicor needed the latest flash storage for industry-best response times, reliability and efficiency — for its customers and itself.

Solutions at a glance

- Dell EMC VMAX All Flash
- Dell EMC XtremIO
- Dell EMC Unity
- Dell EMC RecoverPoint

Business results

- Delivers performance needed for MEDITECH EHR
- Dramatically lowers Teknicor's data center costs

- Ensures patient data is always highly available
- Simplifies management to free time for other tasks

99%
uptime

3x
better response times

Since 2008, Teknicor has provided a variety of IT solutions including cloud computing, on-premises IT, core infrastructure, data protection, hosting, and consulting services to Fortune 1000-level organizations in North America and beyond. One of its specialties is healthcare, where Teknicor is the only approved MEDITECH integrator in Canada and an authorized MEDITECH hosting provider. In addition, the company can install the latest picture archiving and communication system (PACS) medical-imaging solutions and other clinical and business applications.

As technology has advanced and electronic health record (EHR) solutions have become more sophisticated and integral to every facet of care delivery, Teknicor's legacy storage was falling behind in terms of performance and capacity for ever-increasing volumes. Data center costs were rising and the company's engineers were spending valuable time on routine management, rather than on other key tasks that needed attention.

Choosing from a high-performance storage family

Teknicor has been a Dell EMC partner since its inception, earning Dell EMC's industry partner of the year award several times. So, when the company needed improved storage for the IT solutions it provides to customers — as well as for its hosted IT services — Dell EMC was the answer.

"We focus on a best-of-breed strategy," says Mo Eisen, chief technology officer for Teknicor. "We supply mission-critical solutions to our customers, so we need the highest performance, availability and consolidation capabilities. Dell EMC storage platforms provide the best performance and stability for our customers."

For its MEDITECH hosting services, Teknicor deployed Dell EMC's VMAX 250F All Flash with a total capacity of 56TB of flash storage. VMAX 250F is the entry point to the VMAX All Flash family, offering reliable performance

up to 1 million IOPS, advanced data services and scaling to as much as 1PB of effective flash capacity. "MEDITECH's newest platforms require exceptional performance, and the VMAX 250F gives us what we need to stay ahead of demand," states Eisen. "We now get three times better response times — with latencies decreasing from an average of 2 milliseconds to .6 or .7 milliseconds."

Teknicor works closely with MEDITECH to certify VMAX All Flash for the widely used EHR platform and to suggest enhancements that will scale the solution beyond its current certifications.

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>
> Mo Eisen
> Chief Technology Officer, Teknicor

$ **100,000**
lower costs for space, power and cooling

6:1

An outstanding storage space efficiency ratio of 6-to-1

> **"***With VMAX 250F, we've consolidated four racks of storage from our legacy arrays into less than a full rack, saving approximately $100,000 annually.***"**

Mo Eisen
Chief Technology Officer, Teknicor

In addition to VMAX All Flash, Teknicor supplies customers with Dell EMC XtremIO, Dell EMC Unity All-Flash, and Dell EMC Unity Hybrid storage for various applications, as well as Connectrix switches for efficient connectivity within its customers' data centers. Dell EMC RecoverPoint software offers continuous data protection with multiple recovery points for workloads and applications.

"We're excited about the release of RecoverPoint for VMAX All Flash and look forward to implementing that for our customers and our own data centers as well," remarks Eisen.

Cutting data center costs

With the increasing demands on IT, data center sprawl is sending costs ever higher. Teknicor is a hosting provider in addition to being a solution provider, so it is as cost-sensitive as any of its customers. "Power and space are critical — we pay for that every day," comments Eisen. "With VMAX 250F, we've consolidated four racks of storage from our legacy arrays into less than a full rack, saving approximately $100,000 annually."

An outstanding storage space efficiency ratio of 6-to-1 — thanks to VMAX All Flash's compression, thin provisioning and virtual snapshots — has multiplied the effective capacity of Teknicor's 56TB array to more than 335TB. As a result, the company can consolidate a variety of enterprise workloads in addition to MEDITECH on its VMAX All Flash. "This has allowed us to expand our customer base and roll out more technology for customers while shrinking our footprint," says Eisen. "By saving on our data center costs, we're able to pass these savings on to our customers and stay more competitive in the marketplace."

Simpler to manage and highly reliable

VMAX All Flash is easy and fast to provision and manage, with a graphical user interface and a wizard-driven domain providing access to any actions needed. This makes it simpler for Teknicor's engineers to quickly handle routine

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storage-management tasks, so they can spend more time on projects and other activities that deliver additional value to the company.

Because MEDITECH EHR and the majority of other applications that Teknicor delivers or hosts are truly mission-critical — with an immediate impact on patient care and the life-or-death decisions physicians and other caregivers make daily — the highest availability is essential.

Teknicor uses low-impact VMAX All Flash's SnapVX snapshots to create point-in-time backups within a given campus, and then counts on Dell EMC's Symmetrix Remote Data Facility (SRDF) to replicate these copies to its secondary data center with minimal effort.

"By using sophisticated technology such as SRDF, we've implemented an effective backup and recovery strategy for our customers," explains Eisen. "This has minimized downtime and helped us achieve more than 'six nines' of availability on VMAX All Flash.

Supporting a true transformation

Teknicor sees its role as helping its healthcare customers to transform their operations. The company strives to supply the latest and best technology to enable institutions to meet the changing demands of today. "The Dell Technologies family of brands is very powerful and strong throughout," says Eisen. "The full suite of products supports a customer's entire IT infrastructure. I certainly don't have problems sleeping at night knowing VMAX All Flash is providing the performance and security I need."

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