

Success Story

Data Center Hosting at Central Maine Healthcare



“To conserve capital for patient safety and predictable operating expenses, partnering with a good remote hosting solution provider is something everybody needs to consider.”

TANYA FREEMAN

Chief Information Officer
CENTRAL MAINE HEALTHCARE
Executive Vice President
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A Critical Choice: Build, Upgrade or Partner?

Central Maine Healthcare (CMHC), based in Lewiston, Maine, is the parent organization for Central Maine Medical Center (250 beds), Bridgton Hospital (25 bed CAH), Rumford Hospital (25 bed CAH), Central Maine Medical Group (325 employed physicians), and College of Nursing. It is one of only three trauma centers in Maine with more than 57 medical and surgical specialties serving approximately 400,000 people.

An Ending ... and the Search for a New Beginning

In 2008 Central Maine was coming to the end of an IT outsourcing agreement that encapsulated six areas: applications, data center, help desk, infrastructure, telecom, and disaster recovery. This timing coincided with the executive team's strategic planning process, and considering the uncertainties of the healthcare market and the limited availability of capital investment, it provided leadership with an opportunity to reevaluate its IT business model.

IT Challenges Moving Forward

Included in the strategic discussion was the realization that the health system was facing a set of significant IT challenges that would greatly affect its decision. Including:

- Disparate critical systems that required major upgrades
- An aging network infrastructure
- A growing number of system users
- Increased ambulatory support requirements
- The need for stable, high-availability systems based upon increases in CPOE and ambulatory practices

Emerging Data Center Options

The decision was made to return the applications function to CMHC, but evaluate build, upgrade or partner options for infrastructure support. This included data center hosting.

To build a new data center meant securing a new location, with new brick-and-mortar construction, which necessitated significant capital. To upgrade meant move or revamp the existing data center, potentially building another floor or expanding space in the current facility. To partner (or continue to partner) meant finding a remote supplier who could help address considerations such as: capital versus operating expense, system availability, stability and scalability, and technical resources.

Final Decision: Partner with CareTech Solutions

In selecting a provider, CMHC wanted a partner who:

- Had a primary healthcare focus and a proven performance history
- Had experience with similar community-based hospitals and understood its culture

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- Offered a flexible and scalable solution that could grow with CMHC
- Provided a predictable and transparent cost structure
- Had the ability to offer system stability as well as experience hosting Citrix and Cerner environments
- Gave 100% access to past references

CareTech Solutions, who fulfilled all of the above requirements, was selected as CMHC's partner.

Data Center Migration

Central Maine migrated over 50 servers from the former outsourcer to CareTech's data center in Troy, Michigan. Because of the stability achieved, the number of servers has now grown to 195. Software upgrades were completed at the same time, bringing all systems up to current level, and high-availability was implemented within four months instead of six.

During the same time period, the CareTech Solutions Service Desk was also selected by CMHC - providing its end users with the first-ever 24x7 help desk.

Giving the C-Suite Peace of Mind

Related business accomplishments of the data center relocation:

- Minimal downtime - planned for 72 hours, actually completed within 24 hours
- 300% immediate improvement in response time on applications
- 100% immediate improvement in purge time
- Command center rapidly addressed any issues for quick response
- All servers now in a very stable and secure environment

Several years after the migration, the relocation of the data center to CareTech Solutions has given the CMHC's executive team significant peace of mind, as well as, added business benefits:

- Total cost of ownership with a predictable monthly cost structure
- Highly-available systems with reliable data supporting clinicians
- Geographic transparency with desktop mobility for physicians
- Continual access to state-of-the-art technology
- SAS 70 Level 2 data center accredited by third party auditor
- Dependable and repeatable processes keeping data secure
- Proactive monitoring of IT systems
- Disaster recovery procedures in place

At the end of the day, partnering with CareTech Solutions proved to be the right choice for Central Maine Healthcare.

"Once we were moved to the new data center, we saw an immediate improvement in the response time on our applications: roughly 300%."

DENIS TANGUAY

Technical Director

CENTRAL MAINE HEALTHCARE
CARETECH SOLUTIONS

To Learn More About the CMHC Team:

Central Maine Healthcare
www.cmmf.org

CareTech Solutions
www.caretech.com

