

Temple Health

Infrastructure Re-Design

Client Success Story

“When people know they can count on the systems to be up, they can focus more on the patient. We’re making it faster for caregivers to move from patient to patient, device to device, and floor to floor.”

The Organization

Located in the heart of Philadelphia, Temple Health is one of the city’s leading academic medical centers, working with over 1,000 physicians and scientists to bring innovative treatments to patients. But Temple Health is special, in part because of the close relationship it has with Temple University, which makes it a teaching hospital for tomorrow’s future medical leaders.

The health system’s technology strategy is focused in two areas; enhancing the ability of physicians to teach residents, and the ability of the physicians to teach patients, increasing their awareness and understanding of the ailments that brought them to the institution. To help provide these integral technologies, Temple Health turned to VertitechIT.

The Challenge

Temple Health knew that to continue to be nationally recognized for offering cutting edge treatments, the organization would need to overcome a few challenges. “Maybe five or ten years ago you could say the system will be down this weekend,” says Nancy Hunsberger, Director of Customer Support. “That’s really not an option anymore.”

Legacy systems required updates, and paper charts needed to be transformed to digital records. Additionally, there were five siloed data centers that made updates difficult to manage, and physicians weren’t able to access the network from any device. The hospital knew it had to make changes, hyper-converging its infrastructure to ensure that it continued to provide tomorrow’s treatments today.

The Solution

“What we really can’t do is buy storage from one firm, networking from another firm, compute systems from another firm, and expect them all to operate perfectly. A hyper-converged platform maximizes our uptime, and minimizes our risk,” says Michael Feld, VertitechIT CEO and the interim Chief Technology Officer at Temple Health.

By using a suite of VMware products (VMware NSX®, VMware vSphere®, VMware vCenter®, VMware vSAN™, and VMware vCloud Suite®) Temple Health was able to revolutionize its infrastructure. Utilizing VertitechIT’s LeverageIT™ process under the auspices of an Office of the CTO (that brings internal IT leadership together with hand-picked former CIOs, CTOs, and senior healthcare leaders), the organization was able to evaluate, diagnose, and transform the hospital network to achieve mission-critical results.

Temple Health virtualized its network and created three simultaneous ‘active-active-active’ sites, reducing the physical footprint of five data centers while establishing a foundation of cloud architecture and storage for more stability and security. VMware NSX® acts as the core, assuring controlled, secure, and accurate communication between

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the three locations. VMware vSAN™ allows for the distribution of storage among the sites.

The use of micro-segmentation, in particular, has helped to improve patient data security as well. "It's very hard to secure a complex legacy in a disassociated, siloed environment," says Mike Feld. "It's far easier to secure a more organized, commonly designed system. So in that sense, by definition of its nature, this technology brings us that stability on which security becomes much easier. Then, on top of that, micro-segmentation and other areas allow me to secure things at layers closer to the action."

The Result

Temple Health is still assessing the benefits of its new infrastructure but it's clear that the IT modernization project has made medical staff more efficient, and made patient care more effective.

Although new technologies have made an economic impact by decreasing costs and reducing Temple's data center footprint, the biggest impact has been on the hospital's ability to increase the quality of services patients receive - resulting in better communication and better outcomes, making Temple Health the innovative hospital that it is today.