



### Objective

Implement a powerful and agile platform that will support new developments and reduce maintenance

### Approach

Researched the market with IT partner Mainline Information Systems and went hands-on with the product at HPE Discover

### IT Matters

- Cuts hypervisor patch times from 65 hours to 2 hours
- Reduces time for new implementations from 40 hours to 3 hours
- Enables time saved to be redeployed on design, automation and monitoring

### Business Matters

- Reduces desktop login times from 60 seconds to 13 seconds – increasing staff productivity
- Enables doctors to access integrated clinical applications through the VDI
- Gives Franciscan Missionaries the IT agility to deliver effective healthcare into the future

# Franciscan Missionaries benefits from composable infrastructure

HPE Synergy and HPE OneView deliver IT agility to top healthcare provider



Louisiana's leading healthcare provider, Franciscan Missionaries of Our Lady Health System, needed a new compute platform to support the launch of a VDI environment, smooth migration to a new EMR system and cope with significant growth. HPE Synergy with HPE OneView have helped it achieve these aims and much more.

## Challenge

### Support for new systems and business growth

Backed by a 100-year history, The Franciscan Missionaries of Our Lady Health System is Louisiana's leading healthcare provider. Annual figures reveal that with 1,799 licensed beds and 15,000 employees, including 2,095 medical staff, it dealt with 64,010 admissions, conducted 39,796 OR procedures, recorded 329,019 inpatient days and carried out 293,240 emergency visits. Its catchment area covers approximately 400,000 people.

In addition to running five hospitals, it is also a non-profit Catholic healthcare ministry - providing more than \$39 million a year in unreimbursed care and community support to the underprivileged.

“HPE Synergy works standalone, which means no integration problems. It doesn’t need other products bolted on and that’s great because it makes us more maneuverable and agile.”

– Darryl Shorts, infrastructure architect, Franciscan Missionaries of Our Lady Health System

High-caliber technology is vital to an organization of this kind, with infrastructure architect Darryl Shorts saying, “In healthcare, your systems can never go down.”

To ensure the efficiency of staff and the highest standards of patient care, Franciscan Missionaries IT department is in a constant cycle of launching new implementations, services and products. However, a number of significant challenges recently prompted a fundamental re-think of the core compute environment.

The first challenge came with the decision to migrate from Franciscan Missionaries’ legacy Cerner Electronic Medical Records (EMR) system to a new Epic solution – a decision that required delivering 3,400 desktops in two weeks. EMR applications are the lifeblood of healthcare organizations, so it was crucial to achieve a smooth rollout with no downtime nor problems. Secondly, the organization decided to implement a new Virtual Desktop Infrastructure (VDI) environment that would deliver access to the EMR systems.

Further issues were the fact that some existing HPE c7000 enclosures with G6 and G7 machines were due for refresh, and that the organization had experienced two years of substantial growth through the acquisition of new hospitals.

## **Solution**

### **Swift implementation**

When it comes to IT decisions, Franciscan Missionaries typically goes for ‘best of breed’, and in this instance HPE Synergy was the answer. The HPE Synergy composable infrastructure platform combines compute, storage and network fabric into fluid resource pools housed in a single physical infrastructure. Its speed and agility enables IT resources to be deployed in minutes and accelerates application and service delivery.

Shorts explains: “We have been a long-standing customer through the Compaq, HP and HPE years, so we’ve really believed in the product line. We’ve seen the maturation and progression from P class blades to C class, and now onto HPE Synergy which delivers the composable infrastructure we had been hoping for – the ability to scale, deploy and configure on demand, as well as an always-on platform and a singular point to manage our business-critical production infrastructure.”

Franciscan Missionaries partnered with Mainline Information Systems of Tallahassee to ensure that this implementation was a success. Hands-on experience of HPE Synergy came when Mainline sponsored Shorts to go to the HPE Discover 2016 event in Las Vegas.



“Discover showed us Hewlett Packard Enterprise’s leadership in the server field and what they were trying to do from a next generation perspective with a composable infrastructure. It solidified our decision on HPE Synergy. Mainline was also a huge factor right from the beginning and with subsequent purchases and strategy and it will continue to be so in the future,” comments Shorts.

Franciscan Missionaries was one of the first Synergy production deployments in the Americas, and to add further pressure, there was a tight deadline for it to be ready for the Epic rollout. Implementation was successfully achieved by HPE Synergy specialists and HPE Pointnext staff who worked closely with Mainline on planning the installation. Mainline also shadowed the implementation to gain valuable Synergy knowledge.

“We actually had two weeks before cutting over to production so it was a close thing, but it all went very well,” says Shorts. “We received the equipment on February 7th and started work on the 9th. By the 11th we were deploying servers and on the 14th we were ready to hand it over to our testing and validation team for certification. We made the hand-over in under a week.”

The first implementation was in the largest region of Baton Rouge where 19 hypervisor hosts were deployed to support 32,000 virtual desktops. A second installation is now in place and a third is planned for the organization’s new data center.

Together, these solutions total 6 Synergy frames with 41 compute modules and 4 composers. They also purchased a HPE Synergy Image Streamer for each system and which was deployed with the release of HPE OneView 3.1.

## Benefit

### Increased power and reduced maintenance

Franciscan Missionaries clinicians and other staff are already seeing the benefits of the new infrastructure. Desktop login times have been reduced from 60 seconds to 13 seconds, and with applications swiftly launched through the virtual desktop, integration is also provided with other programs such as medical imaging.

“Image Streamer is going to be a big product for us and we’re very excited about it,” says Shorts. “At present, we patch each individual hypervisor, and in our environment we have hundreds of those. So far, we’ve got HPE Synergy running at two different sites and are about to bring on a third site. At those two sites we are running about 65 hypervisors, so we’re going to go from patching 65 individual hypervisors to patching one at one site and one at the other. Each update takes our touchpoint approximately an hour so the time we spend will go down from 65 hours to 1 or 2 hours per site and that’s phenomenal for us.”

## Case study

Franciscan Missionaries

## Industry

Healthcare

## Customer at a glance

### Hardware

- HPE Synergy
- HPE Image Streamer

### Software

- HPE OneView

### HPE Pointnext services

- HPE Installation and Deployment Services

“The HPE Synergy implementation went very smoothly. We handed it over to our validation team in under one week.”

– Darryl Shorts, infrastructure architect, Franciscan Missionaries of Our Lady Health System

“HPE OneView will allow us to have a single profile for our hypervisor host. I’m not sure of the limit on the number of servers, blades or compute nodes we can push that down to but it’s a large number and we have just one place to make updates as opposed to going to each individual system or server. Again, significant time-saving from a maintenance perspective.

“The way that HPE OneView actually works with Synergy to provide the remote component with is also huge and phenomenal. It enables us to do maintenance, run reports and collect inventory, which were all challenges for us in the past.”

As well as the EMR system, the organization will use HPE Synergy to run other critical clinical components such as the Capsule medical device information system and OnBase secure access to patient data.

“What all of this means for the patients is more time with their clinician or physician, which is what matters to them,” says Shorts. “For the clinicians and the physicians, it means that we make sure faster that they get the right patient information and the right medication to their patient.”

Licence costs have also been saved through a reduction in the number of virtual desktops. “With this platform, we are deploying a lot of hypervisors from a virtual desktop or virtual server perspective, and with the deployment of profiles and the Image Streamer piece that is coming we’re really excited about that being able to scale up and scale down in minutes as opposed to days,” adds Shorts.

New developments like the ability to deliver an operating system quickly to multiple systems without the need for individual Logical Unit Numbers (LUNS) or Secure Digital (SD) cards is saving huge amounts of maintenance time.

“We have a constant cycle of new implementations,” explains Shorts.

“We currently have to run those over a four-week period but in the future we will be able to do it in one week, so instead of a system administrator spending 40 hours a site they will be spending 2 or 3 hours per site to do validation and certification on this single image. This will free up a significant amount of time for design and implementation work as well as monitoring and automation tasks that we have neglected in the past because of a lack of time.”

“The future for us is going to be growth on the HPE Synergy platform,” says Shorts. “We will start moving more workloads onto Synergy then ramping up the scale of our Synergy footprint.”

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