

Comport Technology Solutions

Comport extends client's PACS & non-clinical applications with HPE Certified Pre-Owned products



“Hospitals are notorious for never throwing data away”, and that need, driven by records retention requirements in the healthcare industry, means that providers are always adding storage.”

– Jack Margossian, Comport’s President and CEO

About Comport

An HPE Platinum partner for over 30 years, Comport’s mission is to partner with commercial enterprises and healthcare organizations to access, manage and secure their critical digital data. In addition to designing next-generation technology solutions, Comport offers HPE Certified Pre-owned equipment to support clients’ budgetary or special needs, which may include extending the functionality of a legacy environment.

Over time, Comport has enhanced their business model in two ways: One, they have gained deep expertise in healthcare organizations with nearly two-thirds of their business helping hospitals, imaging centers, and clinics keep up with fast-changing technology and application requirements. Two, they help clients optimize staff and budget resources with ‘as-a-service’ offerings for backup, disaster recovery, and on-premises infrastructure management along with hosting and help desk.

Helping a client on a dark and stormy night

Comport worked with a large East Coast hospital system, providing consulting, IT Infrastructure, and services to support their critical clinical and non-clinical applications. An additional HPE 3PAR storage array was planned to expand the capacity of a nearly-full system, and a new system was on order from HPE.

The system was on its way to the Comport solution center for configuration prior to installation at the client site, scheduled for the last week of December. A winter storm hit and the truck carrying the new equipment was in a traffic accident, fortunately causing only minor injuries to the driver - but significant damage to the much-needed HPE 3PAR array and other equipment in the truck.

Knowing that the window to install the system at the hospital was closing before they ran out of storage space, Comport brought in the HPE Financial Services team at the HPE Technology Renewal Center (TRC) in Andover, Massachusetts. With specs from Comport's technology team, the engineers at the HPE TRC were able to quickly configure a 3PAR array from the Certified Pre-owned inventory and get it to the hospital for installation before the New Year's holiday.

“Our pre-sales and field engineering teams were on-site immediately after the 3PAR system arrived, and we had it up and running and storing data on day 3. We take client issues very much to heart and were happy to provide a fast, efficient solution until the new 3PAR arrived.”

– Jack Margossian, Comport's President and CEO



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The storage challenges facing healthcare

Healthcare imaging has steadily grown in recent years, with no sign of slowing. In fact, the increasing adoption of new imaging technology will continue to fuel that growth in the coming years.

Comport has invested in clinical and non-clinical applications such as PACS (Picture Archiving and Communications Systems) for years. While PACS is a well-established solution offering enterprise-wide access to images, growing use by more specialties drives new solutions needs and additional storage requirements.

In many cases, the PACS systems at hospitals and other providers have been in place for many years, and the lifespan for those systems is 7-10 years. With high system costs, IT departments want to extend that life as long as possible. But in some cases, the storage technologies in older systems have reached end of manufacturing life, the systems need more memory to keep up with increasing workloads, or providers just need additional systems to expand their services .

When the decision is to extend the legacy environment, Certified Pre-owned equipment from HPE Financial Services can be the right solution . With detailed knowledge of their client's environment, Comport is able to specify original-spec systems that meet the requirements of the applications, and can be seamlessly installed without disruption to the environment. Certified Pre-owned products go through a rigorous qualification, testing, and refurbishment process to ensure all the hardware is original and the firmware is updated to the latest version.

The benefits of HPE Financial Services to Comport and their clients

All Certified Pre-owned products from HPE Financial Services come with a minimum 30 day return to factory warranty. Select server products feature a one year OEM Warranty, which is the same as new products. HPE Pointnext service packs and “Day 1” contractual support is applicable for all products still supported by HPE.

For Comport, having Certified Pre-owned products as an additional resource for their clients provides the following benefits:

- From a technology perspective, they have the ability to provide both new and Certified Pre-owned technology to meet the varied and critical needs of healthcare and commercial clients, including those with legacy systems
- As a trusted advisor to hospitals, Comport will go to great lengths to solve client needs. Having a technology and business partner with the depth of HPE and HPE Financial Services gives them unique options to help clients find ways to plan for, acquire, consume, and adapt the technology systems needed for business transformation.

Learn more at hpe.com/w/hpefinancialservices

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