

Mosaic Virtualizes HHC

Introduction

Holyoke Health Center (HHC), a JCAHO Accredited community health center, has been providing medical and dental care in Holyoke since 1970. It improves the health of our patients by providing quality health care and supporting comprehensive community-based programs to create a healthy community.

16,000 people come to the Holyoke Health Center each year for medical and dental care. They are insured and uninsured, young and old, low-income and wealthy. They speak English and Spanish and many other languages. The majority live in Holyoke, but HHC has patients from Amherst, Springfield, the Berkshires, and other towns and cities throughout Massachusetts.

HHC has two locations – Holyoke and Chicopee, MA 175 employees including 30 full-time medical and dental providers; 30 Nurses; 30 bilingual Medical and Dental Assistants; Case Managers; Outreach Workers; Financial Counselors, and more.

The IT department is managed by Matt Pasquale, MIS Manager.

Growth Drives Change

HHC, though good management and excellent medical staff, has been seeing considerable growth. As the numbers of employees and patients expanded the IT department needed to keep pace.

As Matt Pasquale evaluated his growing requirements he recognized a need for enhanced disaster recovery capability. He determined that a virtualization approach presented his best DR alternative. In addition it would meet his immediate DR need and solve his capacity demands while giving HHC a more flexible adaptable platform for future growth.

While Matt was familiar with virtualization technology he decided he needed outside assistance and engaged Mosaic Technology to help manage the process.

HHC and Mosaic

Mosaic conducted an initial discovery session with Matt to determine what his objectives were. It was the first of a series of meetings during which Mosaic and HHC evolved a strategy that was able to meet HHC business, technical, and budget goals.



Company	Holyoke Health Center
Located	Holyoke, MA
Industry	Healthcare
Concern	Adapting IT infrastructure to meet demands of growing community health center
Solution	Partner with Mosaic Technology to identify, acquire, and implement integrated virtualized IT environment

"The Mosaic SE was very knowledgeable about the range of technology solutions available. He knew their strengths and weaknesses and did an excellent job matching up solutions to my technical and budget requirements."

Matt Pasquale
MIS Manager
Holyoke Health Center

Virtualization – More than VMware

The virtualization solution that HHC and Mosaic developed included VMware, an iSCSI SAN, Servers, supporting software. Implementation was provided by Mosaic Professional Services.

HHC needed to acquire additional servers for two sites – Holyoke and Chicopee MA. They also needed to add storage capacity, and a backup solution. The two sites presented an opportunity to set up a disaster recovery environment. This all needed to be done within a defined budget.

The initial driver for virtualization at HHC was Disaster Recovery. As Mosaic and HHC mapped out supporting infrastructure, supporting technologies were evaluated: storage, replication, physical servers, and backup.

Because Mosaic has on-going relationships with most of the leading technology manufacturers, the approach at HHC was truly technology agnostic with HHC objectives the over-riding consideration. Those relationships also enabled Mosaic to maximize the HHC investment across multiple providers.

Integrated Virtualization at HHC

Beginning with the physical servers, HHC acquired three Dell 2950s – two in Holyoke, one in Chicopee. VMware ESX 3.5 was run on each server.

At the primary site (Holyoke) all applications including email were placed on virtual machines. The servers were attached to an EqualLogic PS100 (*Mosaic helped acquire it at a substantial discount due to the Dell acquisition of EqualLogic*).

EqualLogic was an ideal fit with HHC's virtualization goals. It has a single, simple architecture - components and arrays work together to share resources and distribute loads.

At the Chicopee facility the server is configured with 1 TB of Direct Attach Storage and is used solely as failover system for disaster recovery.

Protection and DR

Once the servers were in place Vizioncores's vReplicator was used to replicate VM files from the Holyoke EqualLogic SAN to the DAS at the Chicopee site. This provides replicas that can be activated easily in a disaster recovery scenario.

Email – a critical application at HHC -- needed a more aggressive replication approach. Mosaic suggested CA's XOSoft for email replication because it provides for automatic failover in the event of a problem at the primary email server – ensuring nearly continuous uptime.

Virtualization Success

Working together Mosaic and HHC accelerated the virtualization effort. Joint planning and design coupled with knowledge transfer during the entire process ensure continued success for HHC.

About Mosaic Technology

Mosaic Technology, a privately held company, provides IT infrastructure solutions for companies worldwide through three divisions: Value add solutions, IT Asset Management and Recovery, and Used and Refurbished IT Hardware.

Based in Salem, NH, Mosaic has sales and technical offices throughout the United States and associates worldwide. Mosaic provides virtualization, data storage, and management and email solutions from companies such as VMware, EMC, Hitachi, Exagrid, Data Domain, CommVault, Dell, EqualLogic, Sun, Cisco, and Symantec.