

ENSURING RELIABILITY AND ENABLING A BETTER PATIENT EXPERIENCE

The University of Vermont Health Network supports electronic health records (EHR) systems and drives automation with Dell EMC converged infrastructure



Healthcare

United States

Business needs

The University of Vermont Health Network needed to refresh its aging, unreliable IT environment for six hospitals and implement more automation into its IT processes.

Solutions at a glance

- [Converged Infrastructure](#)
- [Data Protection](#)

Business results

- Ensures high availability and reliability for critical EHR systems in six hospitals
- Automates processes and consolidates IT infrastructure
- Improves the overall delivery of healthcare

“We do not want our health systems to go down. We need to make sure they are rock-solid in terms of reliability, and we can do that with Dell EMC VxBlock, Dell EMC VxRack and Dell EMC VxRail.”

John Grieco
CTO,
The University of Vermont Health Network

For the IT team at The University of Vermont Health Network, technology is more than a service — it's a key part of the six-hospital community's work. "Our mission is improving people's lives, and we feel that technology enables our providers to deliver optimal patient care," states John Grieco, CTO at The University of Vermont Health Network. "We want to have the right data at the right time for the right provider, centered around the patient experience."

To deliver on its mission, The University of Vermont Health Network must ensure high availability and reliability for its Epic electronic health records (EHR) system, used by thousands of clinicians at The University of Vermont Medical Center and five additional hospitals. "Epic is one of our most important workloads," Grieco says. "It is the heartbeat of what we do and deliver to our patients, and we do not want to disrupt any of that workflow that happens all day, every day."

Making sure the EHR system was available at all times had become more challenging, however, because of the organization's aging IBM environment. "We were in dire need of a technology refresh across our entire platform," Grieco remarks. "It had become unstable, and the cost of running an antiquated technology was also high." In addition, The University of Vermont Health Network wanted to add more automation to its IT processes. "We really needed to build in more automation to support a DevOps perspective."

Implementing a Dell EMC converged infrastructure solution

The University of Vermont Health Network decided to deploy a converged infrastructure solution in response to its IT challenges. "We found that converged technologies helped us quickly deploy a solution that immediately enhances the patient care experience," Grieco says. A longtime Dell EMC customer, the organization chose a Dell EMC converged infrastructure, based on a Dell EMC VxBlock System, a Dell EMC VxRail hyper-converged

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infrastructure appliance and a Dell EMC VxRail System FLEX hyper-converged platform. "In my 21 years of working in healthcare IT, we have taken advantage of wonderful Dell EMC products to drive positive outcomes for patients, providers and families," says Grieco.

The University of Vermont Health Network runs its Epic system on Dell EMC VxBlock, and it uses Dell EMC VxRail to support a MEDITECH EHR system at several hospitals. The organization is also using Dell EMC VxRail as the management appliance for its networking technologies in all six hospitals. "With the Dell EMC VxBlock, VxRail and VxRail, we have the ability to standardize our configurations and create a building block on top of that technology," states Grieco. Additionally, the organization is relying on a Dell EMC Data Domain protection storage appliance and Dell EMC Data Protection Software to back up critical healthcare data.

Keeping a critical health system running around the clock

Using its Dell EMC converged infrastructure solution, The University of Vermont Health Network can ensure its Epic

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and MEDITECH systems are always available for physicians and clinicians. Grieco says, “We do not want our health systems to go down. We need to make sure they are rock-solid in terms of reliability, and we can do that with Dell EMC VxBlock, Dell EMC VxRack and Dell EMC VxRail.”

The organization is confident that it can protect patient data, in compliance with HIPAA requirements. “Our focus is to secure patient data at all times, and we feel very confident that our backups are secured and protected every day using Dell EMC Data Domain with Data Protection Software,” says Grieco.

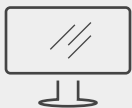
Driving automation and consolidation

The University of Vermont Health Network has gained new automation capabilities by running its existing Dell EMC VMware software on top of the Dell EMC VxBlock solution. “We gain more automation and orchestration by using a Dell EMC converged infrastructure, which will help us get closer to the bedside and better understand what our patients and providers need,” Grieco says. In addition, the organization is using Dell EMC VxRack FLEX to consolidate its SQL Server database installations throughout the

network. “We can consolidate our SQL Server installations on a very robust platform by leveraging Dell EMC VxRack FLEX. This helps us minimize our overall licensing costs while delivering a good user experience for databases that house very important data for our providers.”

Improving the delivery of healthcare

As it continues driving new efficiencies with its new Dell EMC infrastructure, The University of Vermont Health Network is confident it will improve healthcare delivery across its hospitals. “By modernizing our data center using Dell EMC converged infrastructure solutions, we feel we can not only provide high-quality care to our patients, but also protect our data in multiple ways,” says Grieco. For example, the organization is constructing a new 125-bed facility at The University of Vermont Medical Center, where it plans to feature new Dell EMC technologies. “We want our providers to look in the eyes of their patients while technology is working around them. It’s all about enhancing the patient experience, and we want to use Dell EMC software and hardware to enable that and have good outcomes.”



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