



DELIVERING THE HIGHEST LEVELS OF PATIENT CARE

CHRISTUS Health leverages Dell EMC Support Services to help improve front-line care



Healthcare

United States

Business needs

CHRISTUS Health needed to maintain high availability, deliver fast response times, and architect and implement new solutions.

Solutions at a glance

- [Dell EMC MyService360](#)
- [Dell EMC Service Account Manager](#)

Business results

- Increased uptime
- Proactive issue resolution
- Higher productivity

“I’m totally satisfied with Dell EMC Support Services across the board. With Dell EMC we feel we have both a provider and a partner.”

Roberto Hurtado
Enterprise Storage Engineer, CHRISTUS Health

Headquartered in Irving, TX, CHRISTUS Health is an international, Catholic not-for-profit health system. Its approximately 45,000 associates and more than 15,000 physicians support 600+ services and facilities. These include more than 60 hospitals and long-term care facilities; 350 clinics and outpatient centers; and dozens of other health ministries and ventures. CHRISTUS Health operates in Arkansas, Georgia, Iowa, Louisiana, New Mexico, and Texas. Over the last decade, the health system has expanded its mission to include facilities in Chile, Colombia, and Mexico.

Uptime and access speed

In a healthcare organization like CHRISTUS Health, IT must deliver the highest levels of mission-critical application availability to protect the health, safety, and privacy of patients. At the same time, it must strive to provide front-line healthcare providers with the fastest possible application response times.

CHRISTUS Health supports and manages its multi-petabyte enterprise storage environment with a full complement of Dell EMC hardware and software products backed by Dell EMC Support Services.

Skilled people and powerful tools

Roberto Hurtado has been an Enterprise Storage Engineer at CHRISTUS Health for 4 years. His responsibilities range across all aspects of storage operations from production systems to backup and recovery. He has a deep understanding of the seriousness of the mission—protecting the health, safety, and privacy of patients while delivering fast response times to clinicians. And to do that, he counts on skilled experts and powerful tools from Dell EMC Support Services.

Solution Architect: Validate before deployment

Hurtado describes the work style at CHRISTUS Health as very hands-on. “Our management has the philosophy of giving us the power to architect solutions based on our knowledge of the applications and databases in our

environment. However, we always engage a Dell EMC Solution Architect to validate the solution before we deploy it. It’s very important to have a discussion with a Dell EMC engineer to confirm our approach and gain practical advice.”

MyService360 and online support: Productive and proactive

Since so much responsibility is placed on the teams, anything that can help them spend less time on maintenance is a plus, freeing up time for more strategic initiatives. Dell EMC’s MyService360 is a personalized, cloud-based, services dashboard that does just that. Powered by the secure Dell Data Lake and advanced 360 degree data visualizations, MyService360 provides quick actionable insights that enable teams to optimize their hardware and software enterprise experience.

Hurtado is very impressed with MyService360 and uses it every day for a wide range of activities from following and managing service requests to monitoring and upgrading code levels. “MyService360 has definitely helped us to be more proactive because we can see everything that’s going on in our environment. It is really easy to use, very intuitive,” says Hurtado.

Hurtado is also pleased with the other aspects of Dell EMC Online Support. “We use Online Support every day for a wide range of activities from opening and following service requests to immediate license administration. This has improved our timing in deployment projects. It’s a powerful resource that helps our organization be more productive.”

Service Account Manager: Saving valuable time

CHRISTUS Health has had a Dell EMC Service Account Manager (SAM) for almost two years. Hurtado says the combination of MyService360 and the SAM creates a more proactive and predictive service environment. “The SAM has been really helpful and enables the teams to get ahead of any type of issue or situation that can impact operations.”

Prior to having the SAM, recalls Hurtado, team members spent a lot of time chasing down details such as code levels, taking time away from critical day-to-day operations. “The SAM takes the load off us,” says Hurtado. “He makes sure we’re at the right target code, engaged with the right people, and working with an escalation manager when needed. Without the SAM, we had to take time out of our day—or even after hours—to escalate service requests or try to get the right resources to resolve our issues.”

The SAM’s value goes far beyond crisis situations. Hurtado says the SAM is very valuable to the company. “Among other things, the SAM facilitates effective communication and knowledge sharing day-to-day. For example, our SAM has showed us how to take full advantage of the capabilities of MyService360.”

Hurtado adds, “Our SAM is always on top of what’s going on with us and gets us to a point where everything is up and running, stable, and consistent. I would totally recommend having a SAM to anyone with a mission-critical environment such as ours.”

Support engineers part of the team

In addition to the Solution Architect, MyService360, and the SAM, CHRISTUS Health relies on the Dell EMC Support team and the support engineers. “The support engineers we work with are great, says Hurtado. “They understand our environment, what’s going on, and what’s critical. They understand our priorities. We don’t need to tell them we need this today or tomorrow; they already know because they are a part of our team. I’m totally satisfied with Dell EMC Support Services across the board. With Dell EMC we feel we have both a provider and a partner.”



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