

## IT PRODUCTS

A HEALTHCARE  
SUCCESS STORY

IT'S  
HARD  
TO HIPAA



## Having ITsavvy as Your Partner Helps.

When health outcomes are on the line, data center upgrades take on a whole new level of importance. This was very true for one of ITsavvy's clients, a large healthcare provider with locations spread across the U.S. Interoperability and standardization between the client's many departments were crucial factors in ensuring the client's HIPAA (Health Insurance Portability and Accountability Act) compliance, which is important to ensure funding and avoid steep penalties. The client's upgrade also had to be managed amid the requirements of disparate healthcare vendors covering a wide gamut of specializations and technologies.

Of paramount importance, of course, was patient health. Somehow, the more than 600 IBM servers in the client's datacenter had to be upgraded without impacting any of these required regulatory healthcare puzzle pieces so that the patient experience could remain smooth.

The client turned to ITsavvy because, according to data center manager Tom B., "ITsavvy's known for their reliability, and we've had a long relationship with them so we've seen that first-hand. For a project of this scope, we wouldn't risk going with anyone else."

"Our client felt comfortable because they knew I'd be able to get them all the answers they needed to get the ball rolling," says Tamara Fletcher, senior client executive at ITsavvy's New York City office. "And my job's less difficult because IBM makes it easy to get support and technical advice."

### OVERVIEW

**Industry**  
Healthcare

**Client Profile**

With award-winning programs and wide-spread locations, nationally recognized physicians, world-class technology and a sincere commitment to the community, this private healthcare non-profit delivers the kind of advanced healthcare most commonly found in large metropolitan centers.

**Business Situation**

The company must remain agile to keep up with the latest government healthcare mandates, while ensuring ease of use, continual training and 24/7 technical support.

**Solution**

ITsavvy and IBM worked together to update the client's 600+ IBM servers in its data center with no impact on operations or the continuum of care.

**Benefit**

- > Faster communications
- > Smoother interoperability
- > Improved agility
- > Better healthcare



## If the Planning's Good, Implementation Is Better

A wide-scope project requires the help of many, and the resources of both the ITsavvy and IBM client account teams were seamlessly put into play. The healthcare provider had hardware, software and storage requirement considerations that had to be met without a hitch. "With hospitals, every two minutes there's a new problem that creates a new opportunity," says Tamara. "They can come in bunches that are often interrelated, and with the time considerations involved in healthcare, the responsiveness of the IBM team on pricing is absolutely amazing." The client's constant need to reduce costs while ensuring ease of use, as well as the continual training and technical support required for staff turnover and keeping up with the latest technology, requires a delicate balancing act as well as a can-do attitude.

Says Tamara, "It's a pleasure to work in sync with IBM's teams, because together we'll come up with the best solution." Tom B. agrees, "ITSavvy is very familiar with our environment, and Tamara's always been an 11th-hour resource. We can count on her, ITSavvy and IBM to get past the usual negatives and get us a resolution."

### FOR MORE INFORMATION,

please contact an ITSavvy Client Executive.

#### ITSavvy

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Tom B., Data Center Manager,  
Healthcare Industry

## The ITSavvy Solution

### HARDWARE

- IBM Bladecenter HS22 and HS23
- IBM System X3650 and X3550
- IBM Total Storage TS

### SOFTWARE

- VMware
- IBM Tivoli

### PARTNERS

- IBM

