



Tegile Systems Rescues Mary Lanning Healthcare From Cost, Bottlenecks of Outdated EMC Storage

Mary Lanning Healthcare is the major medical facility serving the residents of central Nebraska. The complex includes a state-of-the-art hospital, a comprehensive range of medical services and clinics and employs a staff of nearly 1,000. Mary Lanning physicians practice in medical specialties from cardiology to pulmonology and nephrology to obstetrics and oncology. The facility has approximately 12,000 emergency room visits and 5200 inpatient

The Customer

Mary Lanning Healthcare is the major medical facility serving the residents of central Nebraska.

The Challenge

With a highly virtualized IT environment with VMware as the server hypervisor and VMware View powering a Virtual Desktop Infrastructure (VDI) rollout, Mary Lanning could not keep up with storage performance demands. Also burdened with the ongoing EMC support costs.

Benefits

Two Tegile arrays delivered a 4X improvement in performance while reducing storage footprint on VDI storage by 75% and more than a 50% reduction for server virtualization storage.

Mary Lanning operates a highly virtualized IT environment, with VMware as the server hypervisor and VMware View powering a Virtual Desktop Infrastructure (VDI) rollout. Additionally, the company's primary storage is virtualized with DataCore Software's SANsymphony™. The primary application is McKesson Corp.'s Paragon®, a comprehensive hospital information system, including a fully integrated clinical and financial system, built on the Microsoft® SQL server platform.

The health center had been operating with an EMC ClariionCX3 Fibre Channel array as its main storage system. The addition of SAN symphony virtualization software gave Mary Lanning more functionality and flexibility with its storage but it also exposed the limitations of the Clariion array, according to Aaron Young, director of information technology.

"When we put DataCore in line, it made our EMC storage more efficient because EMC didn't offer thin provisioning. We had a lot of wasted space and basically wasted investment," he said. "With DataCore on top of EMC we were able to leverage the space more effectively, however it couldn't keep up with the traffic so that's when we started looking at other solutions."

In addition to the performance bottleneck, Mary Lanning Healthcare was also burdened with the ongoing EMC support costs, which Young called "horrendous."

To prevent a reoccurrence of budget-busting support expenses, Young and his team prepared a new storage RFP that specified a guaranteed fixed-cost contract that included five years of maintenance and support. Young was initially considering products from Hewlett-Packard/3Par and X-IO when a local reseller told him about Tegile Systems. Young thought Tegile's hybrid storage architecture would be a good fit, but what really caused him to focus on Tegile was a sweep of DCIG's 2014

Mary Lanning purchased a HA2100 array and JA2100 expansion array connected via 8Gb Fibre Channel. The arrays were an ideal solution for Mary Lanning's virtual infrastructure with a hybrid storage architecture designed to make the management of both virtualized servers and virtual desktop infrastructure (VDI) easier, faster, more reliable, more scalable and less expensive.

Hybrid Storage Array Buyer's Guide. Tegile products took the four top spots ahead of products from EMC, NetApp, Oracle and others.

For the price target, Tegile was the clear best value and was able to configure a package with two hybrid arrays. The Tegile solution also addressed Mary Lanning's five-year time frame with enough capacity and performance headroom to give Young a sense of comfort while facing a range of regulatory record keeping requirements, including Meaningful Use Stage 2, which establishes criteria for hospitals to continue to participate in the Medicare and Medicaid Electronic Health Record Incentive Programs; ICD-10, a medical classification list of more than 140,000 codes to track diseases, symptoms and diagnoses and govern the reimbursement and resource allocation within a health system; and the complexities of the Affordable Care Act.

Along with Tegile dominating the DCIG Buyer's Guide, Tegile was an attractive storage solution because it is fully compatible with SANsymphony, enabling Mary Lanning to keep its virtualized storage intact with the added capacity and performance of the Tegile arrays.

"It was a challenge when we went live with DataCore getting our EMC to play nicely and work well behind it," said Young. "The DataCore product is pretty much click, click, click, done and the Tegile product falls right in line with that."

The user interface for Tegile is intuitive and the dashboard is just crisp and everything is where it needs to be. I've been very happy with it.

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Once he decided to purchase arrays from Tegile, Young urgently wanted to make the transition from the end-of-life EMC array to the new hybrid storage and Tegile delivered the product just 16 days after signing the purchase order.

Tegile proposed sending a technician on site to assist with the installation, but to accelerate the process, Young opted for a remote installation. Mary Lanning's IT staff mounted the hybrid arrays and configured the IP addresses while Tegile technicians logged in from the company's Newark, CA, headquarters and remotely configured the arrays to get Mary Lanning up and running quickly and painlessly.

While Young was clearly pleased with the capabilities and value of the Tegile technology, he had some initial reservations about the solution that Tegile suggested with 10 terabytes of physical raw storage to hold 18TB of data. Having never had the luxury of advanced data deduplication technology with the EMC array, Young was dubious that Tegile's data reduction could work as promised, given that the company could not provide exact dedupe ratios but only guaranteed that



the overall data reduction would be more than enough to handle Mary Lanning's data set. The Tegile arrays proved just as good as promised with a 75% storage footprint reduction on VDI storage and more than a 50% reduction for server virtualization storage.

Along with the capacity optimization, Mary Lanning has gained the massive performance improvements of the Tegile hybrid storage, hitting 32,000 IOPS compared to a record-best of just 8,000 IOPS for the EMC Clariion.

Tegile has backed up its superior products with superior support for Mary Lanning Health Care, both pre- and post-sale.

"The best thing about the people we dealt with at Tegile is they came from all these big Fortune 500 companies like Microsoft and VMware, so there is broad expertise they brought to the table," said Jay Larson, decision support manager.

"It seems like every time I call the support line at Tegile, I get exactly the right person," said Larson. "If I'm having a Microsoft issue, I get the person who used to work at Microsoft. He says "you need to do this and this" and I'm done. It's far and above the best support I've had lately. We're kind of hoping Tegile doesn't grow or sell out to a larger organization.

