



Enterprise Shared IT Services

A Healthcare Solution Case Study

About Pinnacle Health Care

Pinnacle Healthcare, Inc., (PHC) is a privately owned and operated healthcare network of sub-acute care and rehabilitation facilities. Leaders in the industry since 1948, PHC's owners share four generations of experience managing 13 facilities in the Pacific Northwest. They have a unique understanding of the long-term care environment and are committed to setting the standard of care within the communities they serve.

Business Drivers

PHC had serious concerns about their IT service levels and were facing major availability problems when they approached IP Services. With 13 facilities and hundreds of people depending on the IT systems, PHC was determined to find the best approach in dealing with their IT management concerns and finally decided to migrate their entire inventory of mission critical applications as well as servers, security, storage, network management, monitoring, and maintenance. Most important among these was the management of the American Health Tech software system, the most critical application for PHC. This software system provides billing, practice management, and electronic medical record services to over 400 employees who access these applications via Citrix connections. "The application services we provide are the foundation on which the company is built," Mark Garber says. "If our clients can't access their applications, we're basically out of business. Downtime impacts all of us and is very costly."

It became evident to PHC executives that the existing service provider could not adequately support their service level standards. Additionally, there was a desire to improve the shared server environment and procure the best possible services in the most cost efficient manner. But most importantly, the customer was looking for a partner who could support its core IT needs while providing ongoing value to the organization.

After careful consideration, the executives at PHC concluded that IP Services would be able to deliver the type of services that they needed as well as help establish a standardized IT environment and service-based delivery that would meet PHC's business demands. They were also assured that the transition from the incumbent vendor to IP Services would be fast and smooth.

"...IP Services makes sure our network, systems, and applications remain available 7 x 24 and the are ready to handle inceased demands in the future as we grow.

Simply put, IP Services plays a critical role in the success of our company."

Mark Garber
Principal and CFO
Pinnacle Health Care



The Solution

IP Services provided an end-to-end managed solution using its fully integrated delivery model, spanning all of the PHC's functional and IT infrastructure areas. As part of the overall solution, IP Services established a central Transition Management Team. The areas in scope included Data Center Services, Security Services, Technical Services, Network Services, Production Operation Services, and Application Management Services.

Implementation involved relocating well over a 100 critical systems, servers, and devices from the incumbent provider's data center to one of IP Services' mission critical data centers. IP Services partnered with Qwest for network services and with other vendors such as Hewlett-Packard and Tripwire. IP Services also took on the responsibility for the overall IT services program management, vendor management, and oversight of executing the IT infrastructure. IP Services worked closely with PHC to create acceptable service levels and achieved the desired SLAs through implementation of TotalControl initiatives that are based on ITIL guidelines and VisibleOps methodologies. In choosing IP Services as their provider, PHC conducted research on multiple solutions and providers both national and regionally.

"They all possessed the technology expertise we needed. But finding a partner that had the underlying best practices frameworks and yet could be nimble enough to take over the management of all our critical systems and applications made our requirements unique and upon further research there were no offerings providing a framework of service management that was convincing until we found IP Services," states Mark Garber, PHC's Principal and CFO, "but what impressed us most about IP Services was the TotalControl System and their overall approach to the management of IT using a proven management framework and processes, and the in-depth breadth of knowledge of their entire team. They demonstrated knowledge of our critical technologies such as Microsoft, Citrix, Cisco Networks, Firewall Security, and more."

The Benefits

IP Services successfully migrated the PHC's data center and established a stable platform in one of their mission critical data centers for them. PHC selected IP Services because of their technical expertise, mature ITIL-based processes, and because of their stringent VisibleOps-based controls using TotalControl. PHC also believed that there were substantial operational and financial efficiencies in the fully managed platform that IP Services offered. Other benefits include:

- Reduced IT Costs by approximately 20%, while enjoying all the benefits of best practices IT Service Management.
- Delivered an average monthly uptime of 99.99%.
- Increased operational efficiency and customer satisfaction due to increased service levels.
- Immediate reporting and management of the key infrastructure metrics.
- Reduced downtime and service instability.
- Reduced failures in batch processing resulting in increased productivity.
- Transparent IT support and escalation that addresses problems immediately.
- Strong integration and partnership rather than traditional vendor-customer relationship.
- Increased infrastructure resiliency, resulting in fewer escalations from business groups.
- Planning for the future by taking advantage of proven technologies.
- IT Advisory Board membership to help provide insight through strategic planning and coaching.

About IP Services

IP Services is an IT service management provider that delivers high availability and unmatched system stability in a mixed environment and around the clock support, enabling you to focus on business alignment and growth instead of constant firefighting. Our SAS70 Type II certification helps reduce the burden of compliance and regulation requirements with SarbOx, PCI, GLB, HIPAA and others. Our clients range from small regional businesses to national enterprise companies. Our customized solutions and nimbleness allow us to serve a variety of markets and business sectors that seek IT service improvement. We deliver enterprise level IT management to all our clients, regardless of the size of their organization. We develop boutique solutions for our clients and become an extension of their IT team. We have full confidence in our capabilities. That is the reason we keep ourselves accountable and guarantee our results.



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