

Solution Summary

- Robust data center environment provides the performance and scalability to support rapid growth.
- Network upgrades and load balancing help ensure that remote facilities have reliable access to key applications and data.
- Touchscreen kiosks, fingerprint readers, and wireless devices and carts maximize the value of an EMR solution in automating processes.
- ProSys serves as a trusted resource for both new IT initiatives and ongoing operations.

Data Center and End-User Computing Expertise: Medical

One of the world's largest collectors of human plasma was plagued with inefficient procedures that limited the number of donors who could be processed each day. The organization needed to make drastic changes to its IT infrastructure in order to grow the business and increase profitability.

The customer engaged ProSys to assist with data center design, network upgrades and storage infrastructure improvements. In addition, ProSys is designing a virtualized environment for the customer's remote sites as well as a disaster recovery facility.

The customer also selected an electronic medical records (EMR) application to automate the donor intake process by eliminating paper-based forms. ProSys helped the customer evaluate and deploy endpoint devices used to access the application.

SOLUTION

ProSys deployed HP blade servers for the customer's core compute infrastructure, and designed and implemented the network environment in the customer's Boca Raton, Fla., headquarters and Knoxville, Tenn., data center. Citrix NetScaler application delivery controllers are used for load balancing. The ProSys team migrated the customer's storage environment to NetApp arrays, and has designed a virtualized environment using local discs to support the customer's collection centers around the country.

The EMR application is hosted in the customer's primary data center in King of Prussia, Penn., and delivered to each remote site via Citrix. ProSys worked with the customer to evaluate various endpoint devices to support the application. ProSys then helped the customer deploy donor kiosks with touchscreens and fingerprint readers as well as wireless devices and carts for technicians.

BENEFITS

With a deep understanding of the customer's IT environment, ProSys is able to provide both sound recommendations and operational continuity. When the customer experienced IT staff turnover, ProSys engineers were called upon to perform a knowledge transfer regarding the design, configuration and management of the infrastructure.

The new collection process has enabled the customer to double the number of donors processed each day, leading to increased profitability and additional collection facilities. While the initial project scope was for 65 collection centers, the customer has since grown to 100 centers and plans to open 15 more per year for the next five years.