



“Hitachi Data Systems provides a holistic package of managed services, spanning from consultation to management and operations, enabling us to focus our resources on our core business so we can realize greater value from our IT, and support future innovation and growth.”

*Pascal Tse
Chief Information Technology Officer
St. Teresa's Hospital*

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INDUSTRY Healthcare

SOLUTIONS *Managed Services*

St. Teresa's Hospital Focuses on Business, Offloads Routine Infrastructure Administration to Hitachi Data Systems

In today's data-driven business world, success for any organization depends on its ability to optimize the alignment of IT with business goals. St. Teresa's Hospital in Hong Kong is an excellent example of this. This highly reputable hospital cleverly chose to focus its IT resources on its core business rather than continuing to handle the time-consuming daily routine of infrastructure management, administration and support. Since offloading these routine IT tasks to Hitachi Data Systems, the hospital has enjoyed hassle-free management of its increasingly complex IT environment. Hitachi Data Systems provides sustainable technical expertise and best practices, which have resulted in tremendous benefits for both IT and business operations at the hospital.

Faced with the increasing challenges of providing high-quality, lifelong community healthcare while also meeting stringent new laws and regulations, it has become essential for today's healthcare service providers to create a dynamic healthcare system that helps them achieve new levels of efficiency. Having always been committed to serving its customers with the highest standard of healthcare services, the 70-year-old St. Teresa's understands the importance of continually improving its IT services to maintain its leadership position.

St. Teresa's also understands that finding a trustworthy IT partner is crucial to the long-term success of its IT services

to customers, staff and other medical practitioners. That's why it chose Hitachi Data Systems to build its hospital-wide data storage and exchange framework in 2010. It implemented Hitachi storage devices and software to manage and protect invaluable medical records stored in its electronic medical hospital information system (HIS) and its picture archiving and communication system (PACS).

Two Mission-critical Initiatives

By implementing this major new system architecture, St. Teresa's had taken a big step toward becoming a cutting-edge healthcare system. Yet the hospital did not

stop there. It planned to leverage its robust new data storage and exchange platform to further enhance the quality of its services. Two IT initiatives were on the table.

Firstly, the hospital decided to introduce a bedside terminal system with the target of ultimately providing it to all 800 in-patient beds. This would allow physicians and nurses to treat patients with accurate and up-to-date medical records at their fingertips. Secondly, it would implement an innovative new mobile platform that would allow medical participants to access patients' records and communicate with the hospital at anytime and from anywhere.

Managed Services from Hitachi Data Systems: A Comprehensive, Visionary Blueprint for Future Growth

During the planning process, St. Teresa's invited Hitachi Data Systems and other vendors to make proposals on the best way of establishing these 2 IT services. As the hospital's long-term IT partner, Hitachi suggested an all-encompassing solution: Managed Services from Hitachi Data Systems. These services would not only solve the hospital's immediate operational challenges, but also provide ongoing solutions and support to constantly ensure the quality of its services.

"We saw this as much more than a one-off project," said Chief Information Technology Officer of St. Teresa's Hospital, Pascal Tse. "IT services have to be improved and upgraded on a constant basis because new technology and customer demands



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are constantly evolving and increasing. Hitachi's proposal gave us a comprehensive, forward-looking blueprint to achieve our IT goals both for today and tomorrow."

Customized Managed Services for Today and Tomorrow

Managed Services from Hitachi Data Systems provide St. Teresa's with an end-to-end solution, from consultation, planning, design and implementation through to transition and ongoing management and support.

Before project implementation, the Managed Services team conducted a series of in-depth studies and evaluations to help St. Teresa's identify the right software and equipment for its bedside terminal system and mobile service delivery. They also helped the hospital design the right infrastructure based on its environment and source the right technical expertise to ensure the project could be completed to the desired quality, timeframe and deliverables. With proven Hitachi Data Systems expertise and methodologies enabling rapid and accurate implementation, the operation of the both systems was launched in just 4 months.

As both services are mission-critical to the hospital's operation, St. Teresa's Hospital also appointed Managed Services from Hitachi Data Systems to provide ongoing support and remote monitoring services to ensure nonstop availability and reliability.

Low-risk Investment Protection

"By providing a tailor-made solution that was designed and architected based on our specific requirements, Managed Services from Hitachi Data Systems have enabled us to apply new technology with minimal risk and investment," added Tse. "By offloading the implementation and support tasks to Hitachi, we didn't have to find the extra resources and skill

sets needed for system deployment and maintenance, which instantly relieved us of head count pressure and budget constraints while also supporting our operations with 'always-on' specialists."

"Always-on" Specialists and Best Practices

Remote and onsite Hitachi consultants deliver the expert assistance, knowledge and support that customers need, exactly when customers need them and for as long as they need them. This around-the-clock service enables St. Teresa's to enjoy "always-on" specialists without worrying about head counts and related overheads. By applying Information Technology Infrastructure Library (ITIL) principles and Hitachi Data Systems best practices, Managed Services has also helped St. Teresa's to successfully optimize its performance, reliability, serviceability and availability to meet rigorous service level requirements.

Optimized Service Availability and Performance

By providing ongoing, cost-effective support, Managed Services from Hitachi Data Systems ensure continuous availability, information optimization and efficient management for St. Teresa's new services. Hitachi remote operation experts provide proactive monitoring and support to identify and prevent potential performance problems. They also constantly and unobtrusively check the state of St. Teresa's storage capacity, server performance, service levels and incident thresholds. They provide important insights to uncover

potential issues and make recommendations to resolve issues before they begin to impact day-to-day operations.

"These service reports are crucial for our daily operations and future plans," said Tse. "They provide insightful records and trends for us to measure infrastructure performance with ever-rising SLAs [service level agreements], as well as forecast system capacity and plan for disaster recovery."

Accelerated Time to Market and Innovation

With such talented resources and a reliable, high-performance infrastructure at its disposal, St. Teresa's is now able to swiftly and flexibly respond to market changes and challenges. It has even been able to retain its internal IT resources to focus on core business issues, such as undertaking research and development to improve and create new services. The services also help the hospital to boost healthcare quality and reliability, and investigate opportunities to support the hospital's future growth.

"Information technology has become the backbone of today's hospital operation," concluded Tse. "Success often depends on the ability to manage an increasingly complex IT environment with optimum information availability and reliability, as well as enable room for an IT department to keep driving innovation and growth. With Managed Services from Hitachi Data Systems, we believe we can now do exactly that."



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