

# Washington State Healthcare Service Provider Depends on BVQ

## CASE STUDY

### Healthcare IT is Mission-critical

Healthcare providers need the technology to support their communities and solve health challenges. To do this, the critical applications need to be performing optimally and guaranteed when needed.

### Customer Overview

A behavioral health organization that provides clinical behavioral healthcare, and related services to people of all ages in collaboration with community partners.

The organization has grown because of the important service they are providing to the community. This growth has fueled the need to expand their IT resources to meet the workload needs for performance.

### Customer Challenges

- The storage was expanded to meet the data growth and performance demands. However, user access to critical applications and information were taking too long. This performance issue was affecting the clinical service efficiency.
- The Customer was not seeing the expected performance from the Flash array they recently added.
- The existing toolset being used makes it difficult to determine performance issues because of the inability to correlate and analyze information across the resources. This effected the administrator's ability to work efficiently.
- The critical health care data was growing rapidly; making the issue more severe as time passed. After several months of availability and having experienced significant performance issues on the critical applications, BVQ was installed & tested in the Customer's data center.



*"SVA Software, Inc.'s BVQ solution is simply one of the highest value diagnostic and monitoring solutions I have seen..."*

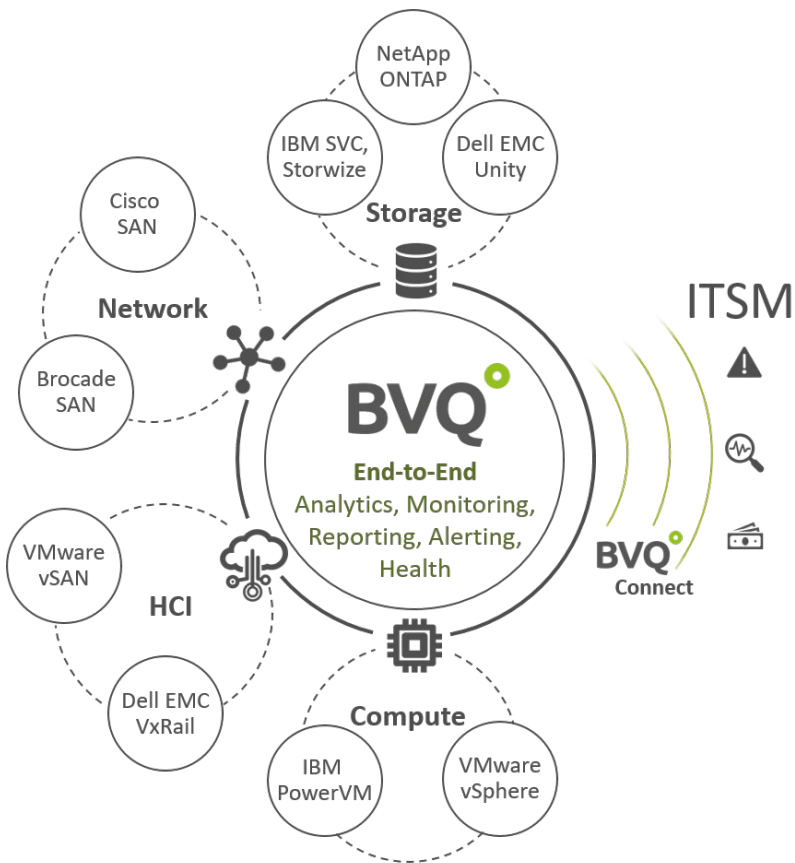
CIO

# Infrastructure schema

One Data Center

Customer Environment

- Hyper-V environment
- Spectrum Virtualize V5000
- BVQ solution



## BVQ Solution Benefits

- With the BVQ solution, now it is possible to find the true root cause of incidents that otherwise would go unnoticed and unresolved.
- Increasing productivity of IT staff because of the ability to find the root cause in a short time.
- Gained insight into the efficiency of Easy Tier in the workload and uncovered how the storage tier is utilized. This helped provide guidance on the best storage mix required to fix the performance issues that were impacting critical business hours.
- Provides the visualization necessary to better understand how the storage resources are utilized after growth and workload changes; where a re-balance of certain resources was necessary to help improve performance.
- Helped determine the most efficient use of the current storage tiers; gaining insights that will help make future cost-effective purchasing and storage configuration decisions.

## Customer Value

- Proactively identify performance problems before they become critical and effect clinical workflow
- Cost savings by finding the best storage mix at optimal costs and avoiding unnecessary purchases
- Mitigate risk of application performance issues that could impact client care

## Summary

The slowdown of the critical applications was impacting client care and back-office operation. The data obtained from the existing monitoring tools was not providing insight into the root of the problem. Once BVQ was deployed, the storage administrator was no longer struggling to find the performance problem that happened during critical clinical business hours. With BVQ, they were able to determine how the Storage tiers were being utilized which; helped identify the workload characteristics. With this information, the correct storage tier was utilized more effectively. This provided the customer with insight into the best way of spending money on future purchases and configuration decisions.

*"SVA Software, Inc.'s BVQ solution is simply one of the highest value diagnostic and monitoring solutions I have seen, and we have only scratched the surface."*

*-Paul Arguinchona, CIO,  
Frontier Behavioral Health*