

## **CASE STUDY:**

# **Adventist Health Boosts System Uptime with iTera HA's Upgrade/Migrate While Active**



Hardware limitations strained Adventist Health's IBM AS/400 model 730 and made sub-second response time increasingly difficult to attain. To remedy the problem, the healthcare organization acquired a powerful new IBM System i model 570.

All of their healthcare facilities connected to this system are continually open for business. Using the MedSeries4 clinical applications from Siemens Health Systems, Adventist accesses and updates patient data continuously. When Florencio Alcocer, Adventist Health's senior system engineer, calculated the amount of downtime users would face as they migrated from the old system to the new one, the result was staggering.

According to Alcocer, "The 730's dwindling performance factored into our estimate, indicating users would be offline for up to 20 hours. Once we knocked everyone off of the system, we would have to perform a full backup. Next, we would have to do a restore on the 570, and it could take much longer."

To reduce the amount of downtime incurred during the migration process, and lessen exposure to unexpected startup problems, Adventist Health licensed the iTera HA's Migrate While Active feature, from award-winning System i software vendor, Vision Solutions ([www.visionsolutions.com](http://www.visionsolutions.com)).

Upgrade / Migrate While Active feature, using the software's robust synchronization and replication engine, allowed Adventist Health's new System i 570 to run in parallel with the existing production system. With the two systems sitting side-by-side, technicians accessed the 730 remotely over a secure VPN connection and installed iTera HA. The installation was completed with iTera HA installing itself automatically on

the 570. "All of this was work performed during the day while users were still on the system," says Alcocer. Once they were synchronized, testing of the new 570 could take place with no downtime on the production machine.

Without downtime on the production system 800 gigabytes of data were synchronized to the 570 over the course of three evenings. "The libraries were huge and the system was already limping. If I had a faster system I could have copied everything in five to six hours. There were no time-crunch issues though, and I did it without affecting users."

With both computers synchronized and testing completed, Alcocer logged active users off the old system and onto the new one. "We did this at midnight when the system starts a new admitting day," he says. Remarkably, Adventist Health's MS4 clinical applications were available to every staff member at all five hospitals in one-seventh of the time originally estimated.

According to Alcocer, "There were alternatives but the iTera product was the best. We cut our downtime to a fraction of what it would have otherwise been, and eliminated some staff scheduling problems. We would have had to cover a 20-hour migration with two shifts of technicians, which would have been difficult. It really worked out well for us." Being able to run the two systems in parallel also eliminated unwelcome surprises at cut over time. "We knew that the new 570 worked and was stable."

With the successful use of the Upgrade / Migrate While Active feature Adventist Health now uses iTera HA for full high availability to protect its business. "This insulates us from a number of failures. We recently conducted a rollover test that went very well and raised everyone's comfort level."

***"There were alternatives but iTera HA's Upgrade / Migrate While Active option was the best. We cut our downtime to a fraction of what it would have been—it really worked out very well for us."***

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### **About Advents Health**

Adventist Health, headquartered in Roseville, California, operates hospitals, clinics, and retirement centers in California, Hawaii, Oregon, and Washington. A state-of-the-art data-center situated in Glendale, California, provides information management for five of the network's 20 hospitals.

