



*"I haven't seen a business continuity solution that compares to EchoStream for AIX in terms of cost efficiency, effective protection for data and applications, and fast installation and configuration."*

Dave Gates, Team Leader for the AIX/DBA Group,  
ProHealth Care Information Services, ProHealth Care

## Business Profile

Company Name:  
ProHealth Care

Headquarters:  
Pewaukee, Wisconsin (USA)

Industry:  
Healthcare

Employees:  
Approximately 6,000

Business Environment:

- Major provider of health care services in Waukesha County, Wisconsin for almost a century
- Regional critical and primary care provider with nationally recognized programs and physicians
- Expanding integrated health network includes two hospitals, approximately 20 clinics, an ambulatory surgery center and multiple long-term care and assisted care facilities
- Largest employer in Waukesha County

Implementation Team:  
CDW Berbee

Vision Solutions Product:  
EchoStream for AIX

## Critical Issue

As a major provider of health care services and a major employer in southeastern Wisconsin, ProHealth has a profound commitment to its community. Business continuity is vital. The organization's tape-based backup system could not deliver the rapid recovery required. ProHealth looked for a solution to eliminate downtime and protect its critical data and applications.

## Results

- Provides cost-effective business continuity
- Protects data and critical applications including Lawson
- Enables fast, easy data recovery from any point in time
- Helps meet audit requirements with regular successful testing

## Technologies

- EchoStream™ for AIX®
- Lawson™ Software solutions including ERP
- GE Healthcare solutions including Groupcast
- Eclipsys™ Sunrise Patient Financials™
- Kronos® Timekeeper Central®
- Sunquest Laboratory™
- 7 IBM® Power™ Systems servers running IBM AIX® at the primary data center
- 3 IBM Power Systems at the remote hosting recovery center

## Business Challenge

Based in southeastern Wisconsin, ProHealth Care offers patients a wide range of options for primary and specialty care. ProHealth Care ranks among the most technologically and clinically advanced community health care systems in the U.S. and has hundreds of physicians practicing at dozens of locations.

Business continuity is a critical organizational issue at ProHealth. The vital systems and applications running on IBM Power Systems servers at the ProHealth data center in Peewaukee, Wisconsin include Lawson ERP, Groupcast, Eclipsys hospital billing, Kronos Timekeeper Central, and Sunquest Laboratory.

"A problem with one of our systems resulted in downtime several years ago, and we realized the need for a really robust business continuity solution," stated Dave Gates, Team Leader for the AIX/DBA Group, ProHealth Care Information Services, ProHealth Care. "We were using a tape-based enterprise backup utility, but it couldn't provide the rapid recovery we needed," Gates noted.



## Solution

Working with its IBM partner CDW Berbee, ProHealth looked for a business continuity solution suitable for the requirements of a growing health care organization. Today that solution—EchoStream for AIX from Vision Solutions—is providing continuous data protection for ProHealth.

The EchoStream installation and configuration process was rapid, according to Gates. "EchoStream was quick to install, it's cost-effective, and we're protecting more than just data. EchoStream also protects most of our major applications—Lawson, Eclipsys, Kronos, Groupcast, Sunquest—and the interface with EchoStream is seamless," Gates stated.

ProHealth's mission-critical applications run in an LPAR environment. "They're split among a couple of IBM Power Systems servers running AIX. Our primary servers are in our data center, and our recovery center is a few miles away at a remote hosting site," Gates said.

To meet audit requirements for its hospital billing system, ProHealth tests EchoStream regularly. "For the billing system, we do a full disaster recovery test every six months where we actually fail over to the other server. We do regular but less extensive testing on our other applications. The failovers work fine, the applications come up, and we know that with EchoStream we have a quick recovery if we need it," Gates said.

EchoStream has already proved its worth at ProHealth. "We had a database corruption issue and we needed to failover to the backing server. It was a very good feeling to know that our data was secure. Echo Stream's 'dial back' feature allowed us to easily roll back to a point in time before the corruption occurred," Gates explained.

"We upgraded to the latest version of EchoStream, and we like the enhancements to the log files and time stamps. Visions Solutions' 24-hour support line is also valuable. We do email for most issues, but if there's something critical, it's great to know that we have immediate phone access for help," Gates noted.

"Business continuity is key for ProHealth, and EchoStream for AIX provides the data protection and fast recovery we need," Gates said. "With EchoStream, we can assure management and users that in case of a hardware or software problem at the primary server, we can failover to the backing server and business continuity will not be affected," Gates concluded.



17911 Von Karman Avenue, Suite 500, Irvine, CA 92614  
1-800-957-4511 ▪ 1-801-799-0300 ▪ [visionsolutions.com](http://visionsolutions.com)



High Availability Disaster Recovery Systems and Data Management