Healthcare Retailer Deploys Converged Datacenter Architecture

Cisco UCS helps Apollo Clinic optimize performance, reduce costs and ensure delivery of high-quality health-care

EXECUTIVE SUMMARY

CUSTOMER NAME: Apollo Clinic

- Healthcare
- Hyderabad, India
- 5000Employeess

BUSINESS CHALLENGE

- Achieve hardware scalability to cope with the demanding database workloads and virtualization
- Provide reliable and high performance health care services

NETWORK SOLUTION

- Cisco UCS, a converged datacenter architecture that integrates computing, networking and storage resources to increase efficiency and enable centralized management

BUSINESS RESULTS

- Deliver consistent, superior quality health care services
- Increased business agility and availability
- Reduction in Total Cost of Ownership (TCO)

Business Challenge

Apollo clinic wanted to provide healthcare of international standards to every patient and ensure that high-quality healthcare services are readily available to all their customers. This meant that they needed to plan ahead to accommodate the needs of a growing customer base. Apollo clinic is planning to add 2,000 beds over the next two years to ensure that their customers—averaging at 2,200 per day—would be comfortable and have a good healthcare experience at the facility.

In order to meet the above needs, Apollo clinic were looking for an integrated solution that would help it scale its operations and grow business. The solution had to help manage the growing database workloads and virtualize its hardware so that employees at Apollo could retrieve reports quickly, face less time-out and increase the speed of transactions

Challenges associated with hardware scalability, increasing power consumption and cooling demands on infrastructure running in siloes also needed to be addressed. Additional concerns included high electricity bills and a solution that was unable to scale.

Cisco Solution

In order to overcome its challenges and achieve operational efficiency, Apollo clinic approached Cisco. The Cisco UCS which is converged datacenter architecture helps to integrate compute, network and storage so as to increase efficiency in addition to ensuring a centralized management of operations. Cisco's the excellent after-sales service support rendered to Apollo previously added to the benefit of choice.

Apollo Clinic purchased Cisco's integrated infrastructure platform, which consisted of Cisco UCS B460 M4 Blade Servers, to solve its hardware scalability issue. These blade servers have the computational horsepower and memory capacity to satisfy the requirements of enterprise-critical applications, such as large-scale database. The new blade servers also harness the power of the latest Intel® Xeon® E7 v3 processor product family to provide accelerated access to Apollo Clinic's critical data. To support this high-performing infrastructure, Apollo Clinic obtained the Cisco Nexus 4000 Series Blade Switches. The switches extended to blade server access, providing a single modular operating system across the infrastructure.

In addition, the B-Series Blade Servers and Cisco UCS C240 M4 Rack Server came integrated with the Cisco Unified Computing System (Cisco UCS) with networking and storage access, into a single converged system for Apollo Clinic.

Cisco's team of experts understood the needs of Apollo Clinic and customized an architecture that exceeded expectations. The deployment of the solution (First UCS Mini deployment for Cisco globally) was carried out together with the Apollo Clinic team, and the project plan saw through initial delivery right to the migration of the servers. All this was completed in 18 days while migration only took 16.

> "The implementation has helped ensure faster, smoother, billing transactions. We have seen considerable reduction in costs of operations and noticed an increased confidence in our customers as regards our services." — Sujeet Kumar, IT Manager, Apollo Clinic

Business Results

The solution from Cisco helped Apollo Clinic to optimize its performance, reduce cost savings and ensure a high-quality of healthcare to its customers. Benefits achieved are as under:

- *Higher healthcare quality standards*

  With the upgrade, Apollo Clinic was able to increase operational efficiency for its employees, enabling them to administer fast and reliable services to meet their day-to-day needs. For employees, retrieving internal reports from the intranet now only took 50 seconds. Also, the solutions have helped IT administrators build its applications faster. This in turn has resulted in a better workflow management for the connected applications as hardware bottleneck issues are solved, with network utilization rates remaining between 40 to 50 percent. With faster rates of retrieval and approvals, there is a significant improvement in productivity and continuous delivery from its employees.

  Customers also enjoyed the improved benefits. "Our patients' satisfaction is critical to us because we need to ensure that their needs are met. The customers noted that after the upgrade, they experienced smoother and faster billing transactions. We were happy to hear from them that they were very impressed with the change and it has instilled even more of their confidence in us as a healthcare retailer," said Kumar.

- *Enterprise-critical stability*

  With its new system, Apollo Clinic has been able to operate with peace of mind. "Compared to 2014, our business-critical infrastructure has seen a significant reduction in downtime. It used to occur every 15 to 20 days, lasting for about 20 to 25 minutes each. But the system is now more reliable as downtime has been completely eliminated in 2015.This means that we are able to ensure seamless service continuity. With no constant system interruptions, the 300 users who are using the system concurrently can now proceed to attain the services they want and need with ease," clarified Kumar.

  Apollo Clinic also enjoys an easier time managing and monitoring of each blade from a single user-interface. The centralized control gives the IT administrators to have extensive environmental monitoring that allows them to optimize the environmental management of each blade. It also offers a fabric-centric, architecture, which means that Apollo Clinic does not have to purchase, power, cool, and maintain excess switches and interface cards in each of the Cisco UCS blade chassis. Not only is employee productivity maximized but processes are now consolidated and simplified.

- *Shifting from maintenance cost to strategic initiatives*

  The significant reduction in the need for constant maintenance has enabled a lower total cost of ownership (TCO). Power usage was also reduced by 50 percent, which caused its electric energy expenditure to drop to 14,000 INR from 24,000 INR. "While we achieved greater cost-savings, the most remarkable change we noticed was the rise in users' confidence in us, that our services are reliable and readily available," said Kumar.

Next Steps

The upgraded architecture enables Apollo to provide more enhanced and efficient services to customers. With the increased amounts of productivity and savings, they are also able to push forward business app deployments in business intelligence and customer relations. In building these apps, Apollo Clinic will be able to gain deeper

PRODUCT LIST

The Cisco UCS, a converged datacenter architecture included:

- Blade Servers
  Cisco UCS® B460 M4 Blade Servers
- Blade Switches
  Cisco Nexus 4000 Series Blade Switches
- Rack Servers
  Cisco UCS C240 M4 Rack Server)
- Unified Computing
  Cisco Unified Computing System

insight across our data and infrastructure and drive better outcomes for every aspect of our business, and in turn achieve business growth.

Apollo Clinic is looking forward to celebrate and extend its successful partnership with Cisco in its newer locations. The expansion blueprint is looking to include Cisco wireless solutions as well as hardware, in order to maintain its competitive edge and growth.

For More Information

To know more about cisco UCS go to: http://www.cisco.com/go/ucs

To know more about Apollo clinic go to: www.apolloclinic.com