



## MediSync Takes Care of Health Providers with EqualLogic Storage

### Company:

Management Services

### Industry:

Healthcare

### Platform:

Microsoft® Windows Server™ 2003 and 2000;  
Red Hat® Linux;  
Debian Linux

### Applications:

The Complex Medical Suite; Microsoft Exchange and SQL Server; Oracle9i; Pervasive® database; VERITAS® Backup Exec™

### Challenges:

New business application required more robust, flexible, and redundant infrastructure that was cost effective

### Solution:

EqualLogic iSCSI storage array provides a robust, flexible, scalable foundation for MediSync's business, in particular providing easy access to shared Oracle volumes in a RAC

MediSync Midwest, LLC offers full-service practice management services for health care providers in the Cincinnati, Ohio area. Founded in 1997, MediSync offers three lines of service: Practice Management for large physician groups, Revenue Management for hospitals and health systems, and E&M Coderight for accurate evaluation and management coding. In the Practice Management service, MediSync handles everything except seeing patients – accounting, billing, scheduling, hiring, and managing staff – so physicians can focus on delivering care.

In 2002, MediSync's business growth was straining its practice management application so they selected Complex Corporation's The Complex Medical Suite as the replacement. Once selected, it was obvious that their infrastructure was woefully inadequate to accomplish what they required – CTO Roger Cass knew that one UNIX® server, two Windows® servers, direct attached storage, and frame relay networking could not provide the services their clients depended on.

### *Designing the Right Architecture*

So, Cass began designing his "dream" architecture. MediSync needed centralized storage to ease storage management – in particular, they would require dynamic allocation of space between various services. With a new practice management application to install, Cass could not predict how much storage each server would need, so flexibility was essential. He wanted centralized backup and recovery for simplicity, plus the power to use snapshots and replication to improve disaster recovery response times and enable business continuity. The environment needed full redundancy to ensure that physician practices are always online during business hours. Finally, value was important – upgrading the entire infrastructure would mean purchasing many new products, so storage couldn't dominate the budget.

### *EqualLogic iSCSI is the Remedy for Oracle® Clusters*

Cass had been looking at EMC®/Dell™ CLARiiON® storage solutions, but found them to be tremendously expensive. Says Cass, "I had read about iSCSI and it was exactly what I was looking for." He was particularly impressed with iSCSI's simple support of the Oracle Real Application Cluster (RAC), which would be the most vital part of MediSync's infrastructure. Group access to shared volumes was essential, but Fibre Channel HBAs do not support multiple read/write access to the same volume. "However, with iSCSI, we didn't even have to think about it," says Cass. "We point both iSCSI initiators to the same volume, and Oracle takes care of everything – it's extremely simple."

Cass had begun looking at an Intransa® storage solution and was initially impressed, but when he came across an eWEEK® review of the EqualLogic PS Series arrays his search ended. "I thought Intransa's modular approach was attractive, but ultimately I discovered that it didn't offer me any actual value. I needed expansion and reallocation capabilities, plus robustness, failover, and scalability – I didn't need to allocate different volumes to different controllers. The Intransa solution was more costly, didn't offer RAID 5, and their kind of flexibility wasn't applicable to our situation."

### A Healthy New Infrastructure

MediSync's current data center in Cincinnati includes 20 enterprise servers running Microsoft Windows Server 2003 and 2000, Red Hat Linux, and Debian Linux. The data center is collocated at Time Warner Telecom for both cost savings and efficient data delivery to the 30+ client locations that operate as satellite nodes. All nodes, including a secondary data center in Dayton, Ohio, are connected by T1 lines.

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- MediSync CTO,  
Roger Cass

The most critical application for MediSync's business is the Oracle RAC running Oracle9i, on which The Complex Medical Suite practice management application runs. All Oracle data is stored on the EqualLogic PS100E array which can scale as the Oracle cluster grows. "The EqualLogic SAN naturally supports the scalability and reliability of the Oracle RAC," says Cass. "As we scan more and more documents and implement our electronic medical record module, we will have a great deal more data and will need to scale our storage on the fly – this is exactly what we expect the PS array to do." In addition, MediSync uses the EqualLogic array for shared disk storage and several databases: a Microsoft Exchange database and mailboxes for 500 users, a Pervasive® accounting and time card database, and a SQL Server database.

### A Spectacular Outcome

Cass is delighted with his decision to select EqualLogic storage. He feels that it is an excellent value – it more than meets MediSync's needs, but costs less than other solutions. Says Cass, "It gives us 'big company' functionality in our data center while we are still a small business." Cass says the system has worked flawlessly, and he doesn't have to think about it – it just works. "We look at it this way," he says. "Our business has many services – but the Practice Management service is the most comprehensive and data-intensive. The Practice Management system has numerous components – but the Oracle database is critical. The Oracle database has many components – but the storage is critical, and that's why we depend on the EqualLogic PS100E. Ultimately, it's the foundation of our business."

Today, MediSync can take a snapshot of the Oracle production environment, bring up another Oracle instance, and use that for testing and training. They expect to use snapshots for backup in the near future. Also, Cass plans to put another EqualLogic array in the Dayton data center for replication, and to acquire more arrays as MediSync's business grows.

### Superior Service

MediSync experienced firsthand the quick response of EqualLogic's on-site service. "A disk went down and the system recovered on its own," Cass recalls. "I logged a service call onto the EqualLogic web site, and within just a few hours a technical support engineer was asking for me at the front desk! It's hard to do better than that."

### Simplifying Networked Storage

EqualLogic PS Series solutions deliver the benefits of storage consolidation in an intelligent, enterprise-class storage system that is easy to install, manage and grow. Visit our web site at [www.equallogic.com](http://www.equallogic.com) and let us show you what *simplifying networked storage* can mean for your business.



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