

An under managed CDO application and system environment contributes to IT complexity, an increased risk of operational errors, the inability to optimize system performance, poor ability to respond to necessary changes, increased administration costs, architectural exception handling, compromised system availability and can lead to an increased risk to patient care and safety.

— Gartner Research, IT: G00149121,
June 22, 2007

What If You Could...

- Reduce IT capital & operational costs?
- Optimize your IT configuration?
- Cost-justify virtualization value using empirical data?
- Manage your virtualized environment with one tool?
- Control virtual machine sprawl?
- Eliminate unplanned outages?
- Dynamically allocate system resources?
- Model IT capacity needs?
- Identify the right applications for virtualization?



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Healthcare and Server Virtualization

The Challenge

Healthcare organizations continue to be pressured to minimize IT cost and leverage existing IT investments. As a result, hospitals and other care delivery organizations (CDO) are moving away from traditional IT environments to more efficient, virtualized, “on demand” architectures that better utilize the full capacity of existing servers. Unfortunately, unless the transition and resulting configuration are carefully and continuously planned, tested, and managed throughout the application life cycle, there is no guarantee that the IT organization will realize any advantage. In fact, they will significantly increase risk.

Traditionally, CDO’s would purchase a new server and only run one application on it — creating a one-to-one relationship. This approach created problems of server sprawl:

- physical space limitations
- increased IT overhead
- personnel to manage them
- energy to run and cool them

In addition, as computing capabilities have improved, CDOs have discovered that these “one-to-one” servers are being underutilized at rates as low as 10% to 20% of total computing capability, resulting in untapped, excess capacity and wasted money.

Virtualization Requires Planning & Testing

In a virtualized environment, each host runs many applications that support multiple business processes. This increases complexity and creates reliance on fewer, more mission-critical hosts. This in turn introduces many, new — potentially catastrophic — points of failure and substantially elongates recovery time should problems occur. Without adequate virtualization planning and testing, should a host go down or become incapacitated, the impact to business is immediate and considerable. Compromised system availability affects many business-critical applications, functions and people and what’s worse, impacts the CDO’s ability to provide patient care.

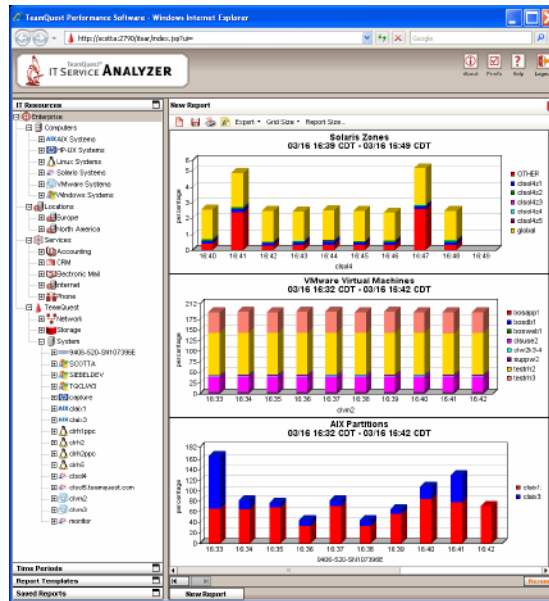
TeamQuest proved that virtualization and consolidation of our server population would maximize CPU and RAM utilization — while safely maintaining service levels.

— Scott & White Hospital and Clinic

In an August 2007 survey of IT organizations participating in the Gartner Infrastructure, Operations and Management Conference, the top two challenges identified in managing virtual server environments were (1) controlling virtual machine sprawl (37%) and (2) pre-consolidation planning (34%).

— Gartner Research, ID: G00150070, August 29, 2007

Analyze and model heterogeneous, virtualized platforms



Virtualization Requires TeamQuest Software

A cohesive virtualization strategy — combined with the tools to develop and implement it — is critical to mitigating risk and realizing all the advantages of virtualization. TeamQuest provides a tightly integrated set of virtualization provisioning and management tools that enable Healthcare IT organizations to:

- Easily and accurately configure optimal virtualized environments — before incurring the time and expense of implementation
- View and control both physical and virtual environments with one tool to monitor performance and dynamically manage change
- Document empirical virtualization data and prove to business unit managers that cost-reduction, performance improvement and SLA objectives will continue to be met — or even exceeded
- Test and validate failover capacity on mission-critical applications; assist in disaster recovery to ensure business continuance; and identify potential problems and root causes before they cause service disruptions or slow-downs

About TeamQuest Corporation

TeamQuest Corporation is the global leader in IT Service Optimization (ITSO), specializing in Capacity Management software. TeamQuest helps IT organizations consistently meet service levels while minimizing costs and mitigating risks. By combining performance data and business metrics, TeamQuest software enables IT organizations to provide accurate, objective information as input to critical business decisions. Companies around the world trust TeamQuest software to help them proactively improve service delivery and support best practices.