



VAPV CASE STUDY

Axia Women's Health

Healthcare provider positions for future growth with Array virtual load balancers; assures performance and availability of business-critical applications.

Background

In early 2017, Axia Women's Health was formed by the merger of two large women's health clinical practices serving New Jersey and the Philadelphia metropolitan area. In all, Axia Women's Health now encompasses more than 200 physicians in more than 100 patient care centers, four breast health centers, two perinatal testing centers, and two central laboratories.

The health practices offer patients a full range of services and care including obstetrics, gynecology, fertility, maternal fetal medicine, mammography and laboratory services. Axia Women's Health's executive team and non-clinical support services enable physicians to focus on patient care and clinical excellence.

Industry

Women's Healthcare

Challenges

New corporate structure required additional resources to support physicians and future growth

IT team tasked with planning for the future while holding the line on costs

New data center and disaster recovery center required a new strategy for electronic medical records and other business-critical applications

Solution

Redundant pairs of Array vAPV virtual application delivery controllers deployed in the data center and DR site

Global server load balancer feature set ensures swift failover to DR site

Benefits

24/7 availability for physicians even during peak traffic load periods

Configuration can be easily copied from existing dedicated ADC appliances to new virtual ADCs

Ability to scale services as needed to meet future requirements

Seamless failover to DR site via GSLB in the event of an outage or server failure

Virtual appliances yield cost savings, flexibility and agility

Proven and trusted technology that requires little management overhead

The company is pursuing an aggressive growth plan to expand the reach, service capability and quality of care for patients, with a goal of doubling in size over the next few years.

Challenges

Both regional women's health care organizations had grown organically over the years, beginning with paper medical records and embracing electronic documentation and other technologies as they became available.

About five years ago, the New Jersey group's existing electronic medical records vendor was acquired, leading to a search for a replacement solution. In the end, eClinicalWorks was chosen, and at their recommendation two Array Networks APV1600 application delivery controllers were deployed to ensure application delivery and thus a high-quality user experience.

As the group added new practices, disparate EMR, decision support and order management platforms were migrated to the eClinicalWorks solution, and with the joining of the two women's health groups, even more consolidation of resources and data was required.

Daniel Safeer, senior systems engineer, has been with the New Jersey organization for 15 years, beginning as a contractor and converting to full-time about seven years ago.

He was part of the team that implemented the original eClinicalWorks and Array APV1600 solution. "I was a bit of a neophyte when they were first installed. I had been a Citrix XenServer administrator," Safeer noted. However, he had previously worked with eClinicalWorks, and with a little help from Array's support team, the Array load balancers were quickly up, configured and distributing traffic across four application servers initially.

"The Array load balancers do their job, so I don't have to look at them or worry about them often" Safeer said. "In fact, I so rarely need to get into the CLI that I forget the user name and password I need to log in."

The new corporate structure required new resources to support existing physicians, practices and patients, and to position for future growth, however. The IT team began planning for a new data center and disaster recovery site to support eClinicalWorks and other business applications across the entire organization, and to support expansion and growth in the future.

"We're tasked with thinking bigger than today, while holding the line on costs," Safeer said.

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Daniel Safeer
Senior Systems Engineer, Axia Women's Health

Solution

In the coming months, the Axia Women's Health IT team will roll out eClinicalWorks and Array's vAPV virtual application delivery controllers in the new data center. According to Safeer, the decision to go with Array virtual appliances was an easy one.

"It's really a no-brainer," he said. "We can just migrate the configurations from the existing APV physical appliances to the virtual appliances."

The new disaster recovery center will also include eClinicalWorks application servers and vAPV load balancers. vAPV supports the global server load balancing (GSLB) feature set, which will seamlessly route application traffic as needed should a network, hardware or other outage impact the main data center.

With tried and proven solutions from Array Networks and eClinicalWorks, however, the newly formed healthcare provider can be confident that physicians will have the tools in their hands to let them give the best possible patient health care.

Benefits

Merging the work processes and databases of two large women’s health practices, while planning and positioning for future growth, has required the work of multiple teams, the addition of staff, and the creation of new departments. Safer noted.

