

GALWAY CLINIC

Teknicor helps private Irish medical clinic modernize data protection and reduce operational costs.

AT A GLANCE

INDUSTRY

Healthcare

CHALLENGES

- Escalating maintenance renewal costs
- Limited Data Protection solutions and integrator alternatives
- Outdated and Laborious recovery implementations

SOLUTIONS

- Dell Technologies Data Protection Suite
- Dell Power Protect Data Domain
- Teknicor solution, design, deployment and support services

BENEFITS

- Reduce/solve financial challenges. Projected savings of tens-thousands of pounds
- Improved functionality, recovery resiliency towards Ransomware and future enabled
- Improve your current data recovery RTO/RPO

A TRAILBLAZER'S DILEMMA

A private medical facility in the West of Ireland, the Galway Clinic is known for its cutting-edge approach to healthcare. This focus includes an unwavering commitment to the safe collection, management and storage of patient data. In 2018, the clinic even became the first medical facility in Europe, the Middle East and Africa (EMEA) to switch to MEDITECH Expanse—a holistic electronic healthcare record (EHR) system that lets medical professionals follow a patient's entire medical journey.

But becoming an EHR leader was not without its challenges. Prior to adopting the new MEDITECH solution, the Galway Clinic had been backing its data up to tape. When it came time to renew its maintenance contract, however, the clinic faced higher maintenance costs and needed to find a more cost-effective approach.

With only a handful of authorized MEDITECH integrators, the Galway Clinic realized its options were limited. In all likelihood, it would have to swallow the additional costs. Still, CIO Raphael Jaffrezic figured it was worth sourcing other data protection solutions and decided to engage/hire Teknicor.



A SERENDIPITOUS SOLUTION

The solution featured the installation of Dell Technologies Data Protection Suite, a best-of-breed data backup, disaster recovery and replication technology known for its reliability. Data would back up to Dell Power Protect Data Domain, which would vastly simplify the clinic's backup process. Best of all, the solution offered significant cost savings.

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The decision was simple. "We went straight with Teknicor," Raphael says. "In addition to being an approved supplier with an office and engineering talent in Ireland, they offered us an industry-leading solution. We had a lot of trust they could deliver from a technical point of view."

EFFORTLESS IMPROVEMENTS

With both medical and non-medical data to protect, the Galway Clinic needed the ability to support workloads across multiple environments. Data Protection Suite was a perfect fit, as it features a recovery point for the VMware solution the clinic relies on.

As an added benefit, the clinic now has much greater transparency into its environment, allowing it to back up data on a more granular level than in the past—and recover it much more easily as well.

"The previous solution required a huge amount of work to recover our data," Raphael explains. "Today, it's much less time consuming. Now, we can recover data in hours instead of days."

Best of all, the clinic was able to upgrade its entire backup solution and secure a five-year maintenance contract at a quarter of the cost its legacy integrator was charging. This translates into savings of roughly €25,000 over five years.

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A PATH TO IMPROVED AGILITY

“We were very satisfied with Teknicor,” Raphael notes. “What we expect from our service providers is quite extensive. We expect them to walk us through this journey, but assume the burden of implementation themselves. Teknicor worked with us throughout to share next steps, manage a large portion of the project and take us where we wanted to go. It was a very smooth experience.”

Additionally, the installation of the new system shed light on longstanding legacy issues—issues Teknicor is now helping the Galway Clinic resolve. For instance, as the maintenance contract for the clinic’s Dell Compellent and Enterprise array comes up for renewal, Teknicor is working to create a seamless, consolidated solution to replace them.

With greater visibility and faster data access, the Galway Clinic is also benefiting from a more transparent and effective data strategy.

“We can see ourselves taking more advantage of this solution as we add different types of backup in the future. In fact, our data approach is already much more efficient and intelligent,” Raphael says.

DISCOVER THE DIFFERENCE

Teknicor offers strategic IT solutions that are fiscally responsible, reduce risk, lower complexity and increase our clients’ agility. But, ultimately, it’s our client relationships that set us apart. To learn how our best-of-breed technology and industry-leading services can help you unleash innovation, find your closest office at

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