

LANE REGIONAL MEDICAL CENTER

Protecting Patient Data with Modern Technology to Improve Patient Outcomes

AT A GLANCE

INDUSTRY

Healthcare

CUSTOMER CHALLENGES

- Complex, aging infrastructure created multiple organizational challenges
- Limited scalability for emerging patient caregiver needs
- Time and resource-intensive IT management processes
- Slow technology response times
- Reduced remote work / remote management capabilities
- Inadequate storage for patient data
- Inherent security vulnerabilities due to older infrastructure and operating system

TEKNICOR SOLUTION

OVERALL RESULTS

- Modernized data center with newer, faster hardware and upgraded clinical systems, placing more information and tools in front of doctors, nurses, and other staff
- Reduced IT effort allocated to aging technology, shifting focus to improving, upgrading and expanding technologies that support improved patient care

APPLICATION PERFORMANCE

- Provided a foundation of modern infrastructure and applications to support an increased focus on security and data protection
- Achieved ready-when-you-are, instant device connectivity, increasing responsiveness
- Improved processing speeds, enhancing patient experiences

BACKUP AND RECOVERY

- \$100,000 in estimated savings due to modernized technology
- All servers are now fully backed up
- Reduced manual management of 80+ tapes each week from 4 hours to a few minutes to review logs
- Strengthened recovery position with modernized technology
- Increased flexibility and agility of backup and recovery
- Stronger protection of structured and unstructured data with redundant technology
- Reduced backup time, freeing up resources



EFFICIENCY AND FINANCIALS

- Realized financial savings, better utilizing limited budget
- Replaced manual processes with efficient, automated backups
- Simplified and streamlined operations, reducing the number of servers not supported by Microsoft from 34 to 14
- Opened up space and resources to allow a VMware upgrade, support for PACS, the Cath Lab and several other existing systems, as well as the addition of new systems
- Addition of SAN provided flexibility to add resources, upgrade servers and spin up new servers
- A Dell computer/laptop grant directly assisted with updating Windows 7, expanding the Pediatric Clinic and opening a new Dermatology Clinic

EFFICIENCY AND FINANCIALS

- Dell Unity SAN
- 2 Dell PowerProtect DD appliances and Dell Data Protection Suite software (for backup and restore)
- Dell PowerScale for unstructured data such as PACS
- Services covering design, implementation, and managed service

A PRESCRIPTION FOR BETTER PATIENT CARE

Technology is essential when it comes to improving patient outcomes. Just ask Lane Regional Medical Center (LRMC). LRMC knew it was time to modernize its technology when aging technology started causing inefficiencies and capability limitations. To ensure they could better focus on patients and their well-being, LRMC needed to equip patient caretakers with the best technology tools. LRMC's mission is to provide exceptional healthcare services to every patient, every time. At LRMC, catalyzing positive patient experiences matters; improving patient outcomes matters even more. That's what modern technology is facilitating.

LRMC is a state-of-the-art, 131-bed regional healthcare system located near Baton Rouge, Louisiana. It stays on the front line of care by continually expanding and adding new technologies, programs, and services. Most recently, LRMC partnered with Teknicor and Dell Technologies to upgrade its IT infrastructure. Teknicor provided a comprehensive solution, including services, that leveraged leading offerings of Dell Technologies.

As a result of this upgrade, LRMC realized a wide range of benefits that translate into better patient care. An estimated \$100,000 in savings provided significant leverage to a limited budget. Efficiencies, including a reduction of the number of servers not supported by Microsoft from 34 to 14 and a reduction of manual management of 80+ tapes each week from 4 hours to a few minutes to review logs, further amplified return on investment. Results included a foundation of modern infrastructure and applications to support an increased focus on security and data protection and significantly improved connectivity, responsiveness and processing speeds—all enhancing patient experiences.



LRMC significantly strengthened its backup and recovery position in particular as a result of this modernized technology, including automated backups. The impact was increased flexibility and agility of backup and recovery as well as reduced backup time. Stronger protection of structured and unstructured data was also accomplished with redundant technology.

That's what modern technology is facilitating.

TRUST IS THE BEST TREATMENT PLAN

The community of Zachary is about 25 minutes north of Baton Rouge, Louisiana. LRMC serves Zachary and 200,000+ residents in its service area. Nurturing a positive relationship with Zachary is foremost on LRMC's list of priorities because fostering community trust in LRMC -- its caregivers, capabilities, and facility -- is crucial to success. And technology is the linchpin, the silent and powerful enabler that must work reliably and effectively in the background to fully support patient caregivers. In turn, this allows LRMC to deliver the best possible patient care and experiences, cultivating community trust in LRMC.

LRMC's commitment to the community of Zachary elevated the urgency for an IT upgrade. As a smaller hospital, however, LRMC works within a limited IT budget. That's when LRMC's IT Director, Todd Walters, got creative. He entered LRMC into the Insight and Intel Connected Workplace Makeover Contest -- and won! As one of the three contest winners, LRMC received \$50K to address aging technology challenges.

"Winning the contest was a game-changing event for Lane, its patients, caregivers, and the entire region we serve. We have put the money to excellent use and updated our technology, further strengthening our patient capabilities, experiences and outcomes," shares Walters.

BOOSTING DATA PROTECTION IS PREVENTATIVE MEDICINE

LRMC's aging technology was enhanced with upgraded data protection capabilities, and some remaining Windows 7 operating systems that were not fitted with modern security protocols were also updated. As an escalating target of cybercriminals, healthcare systems are increasingly vulnerable to attacks. Updated technology provides data protection to help prevent cyber data attacks, just like preventative medicine does to help protect patient health.

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“Even one data vulnerability is too many at Lane. And older infrastructure is inherently more vulnerable to cyber threats. That’s why our infrastructure upgrade helped provide a data protection boost to better protect our patients and healthcare system,” states Walters.

LRMC deployed updated data protection, delivering peace of mind and more fully enabling LRMC’s mission and scalability. In addition, LRMC helped to mitigate the risk of financial losses, which often result from cyber breaches. With LRMC’s technology upgrade, all staff members at LRMC are now also using the same version of Windows.

THE CURE FOR TECHNOLOGY INEFFICIENCIES

As LRMC’s IT infrastructure aged, inefficiencies began creeping in. After some time, even trivial tasks were becoming cumbersome, time-consuming and resource intensive. This created a domino effect as staff spent more time grappling with technology tools and support, waiting for screens to load, requests to process, and taking away time and focus from what’s most important: Patient Care.

These inefficiencies became more apparent during the COVID pandemic, when the need for patient care soared and, out of necessity, also delayed LRMC’s deployment of a technology update. Simultaneously, the pandemic created high demand for alternative healthcare approaches, such as telemedicine, remote management, and video case collaborations.

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A WIN FOR PATIENTS, CAREGIVERS, THE COMMUNITY AND LRMC

LRMC is healthier and stronger because of its recent technology update. After winning the Insight and Intel Connected Workplace Makeover Contest, LRMC worked together with Teknicor and Dell Technologies to deploy a modernized IT environment. As a result, patient caregivers are equipped with faster, more secure technology to better manage patient needs.

“At Lane, the IT update elevated us to the next level with technology-enabled patient care. The support, knowledge, and expertise of the Teknicor team and exceptional Dell Technology made this transition seamless and easy. This is a win for our patients, caregivers, community and region. We are thrilled with the outcome and the new patient care possibilities available for the community of Zachary and beyond,” shares Walters.

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TEKNICOR IS HERE TO HELP YOU

Teknicor is a global provider of secure best-of-breed data center infrastructure, data protection and managed cloud solutions for healthcare organizations. For more than 14 years we have helped clients balance performance, risk, fiscal responsibility, and financial certainty through on premises, private cloud, public cloud, hybrid and edge solutions.

Best-of-Breed technology powered by in-house experts gives our clients comprehensive, end-to-end solutions. Teknicor is more than a service provider. We provide innovative insights and pragmatic solutions that include technology and financials to ensure a proper fit for your organization.

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