

Don't Rely on Disaster Recovery Alone:

Be Sure with a Complete Business Continuity Strategy

Maintaining more than 300 servers, 2,100 desktop systems and a myriad of software applications takes preparation, skill and experience. That's why each year the technology team at Gaston Memorial Hospital and CaroMont Health invest time to perform system audits and test the processes at their 435 bed facility spread across more than 35 affiliated offices.

During a recent review of the facilities' systems, CaroMont Health CIO, Mike Johnson, recognized the need to improve Disaster Recovery readiness. Johnson turned to Yorel and its Chief IT Architect and Strategist, Nick Long, to provide analysis and objective recommendations for a cost-effective and functional strategy. The assessment determined that CaroMont Health adopt a more comprehensive approach by implementing a robust business continuity strategy to ensure the organization's systems, processes and team were prepared for any data center challenge.

The assessment also revealed that CaroMont Health was reaching its data center capacity limits. "Instead of investing in short-term solutions we chose to take a more strategic approach. We had an outsourced Disaster Recovery plan in place, but we knew it wasn't enough. Yorel helped us to better understand the business case for investing in a business continuity strategy, regardless of disasters. As a result, Yorel implemented a comprehensive business continuity and data center strategy to ensure our systems performed reliably and

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— Mike Johnson
CaroMont Health CIO

consistently 24x7," says Johnson. Yorel independently assesses an organization's business case and then determines the right strategy and technology to provide on time and on budget solutions to tackle any business problem. "We trust Yorel with the mission critical areas of our business. We trusted them to identify the right data center solution and put a more complete business continuity plan in place. And, they lead us down the right path." Long and his team detailed a strategic business continuity architecture, including a number of technology options, based on factors such as current infrastructure, technology offerings and employee/facility needs.

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For more information, contact:
Yorel1@yorel.com or call
1-888-967-3548
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Once the alternatives were evaluated, CaroMont Health decided to construct a second data center on their campus. "This option offered us the greatest overall benefit," continues Johnson. A parallel data center allows CaroMont Health to maintain control and reduce the cost of managing their data in addition to enabling true business continuity. CaroMont Health turned to Yorel to assist with the new data center design, construction, implementation, training and support for their staff. "Yorel designed an infrastructure that employs the latest virtualization and cooling technologies. Not only did we gain more capacity and higher performance, we have reduced costs and set ourselves up to meet the future demand of our growing business," comments Johnson.

The project was comprehensive and challenging in a number of ways. First, the implementation required steel reinforcement of the floor where the new data center was to be constructed. In addition, the strategy called for an innovative APC chilled water cooling system to be installed. Yorel's engineering team installed APC's chill water system to provide cost effective, scalable cooling to the data center. "Long and Yorel anticipated the inevitable challenges and led our team to overcome any objections they had, including running chill water within a data center. They educated our facilities managers on the new technology and assisted with the implementation. Yorel considers all aspects of implementing a business IT strategy, including solving problems that go way beyond the technology solution," Johnson explains.

The new data center came online in January 2010 and each CaroMont Health facility is transitioning into the fully tested and complete business continuity strategy. "In addition to having more control, we are seeing a savings over

the previous data recovery solution. Two outcomes made possible by putting a complete strategy in place," adds Johnson. CaroMont Health is now taking advantage of new technologies and higher productivity for less than it cost them to run their old system. The engagement with CaroMont Health demonstrates Yorel's IT Optimization Continuum in action.

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Yorel1@yorel.com or call 1-888-967-3548
www.yorel.com

8520 Cliff Cameron Drive, Mallard V, Suite 400
Charlotte, NC 28269



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