



The Company

Created in 1983, Mountain Park Health Center is a non-profit community health organization dedicated to providing affordable health care for today's families. The clinics differ from most traditional doctors' offices by offering a full range of medical services under one roof. An entire family can receive health care with one easy stop.

Based in the Phoenix, Arizona metro area, Mountain Park Health Center operates five clinic locations that serve diverse neighborhoods. The organization has seen its medical visits increase to nearly 210,000 annually.

The Challenge

As the patient base continued to grow, the organization's IT operations began to lag. Mountain Park knew they needed to establish a scalable IT environment that would reduce down-time, increase security and meet data back-up and recovery needs. Most importantly, they had to ensure patients' records were adequately secure to comply with federal and state requirements.

With frequent network downtime, the organization experienced a breakdown of communication among the geographically dispersed clinics. Weekly downtime of its servers lasted an average of 20 minutes at a time. Mountain Park lacked the people, processes and technologies to maintain a sound IT environment across all locations. The Center had only one IT manager for its five different locations. So waiting for on-site help was the norm.

"Because you can't really stop the medical world with a computer issue, everyone shifted to paper for customer transactions," said Dr. John Swagert, CEO of Mountain Park Health Centers. "After the systems were back up, the staff would then have to transfer the information into the system for billing, making the actual downtime twice as long — so it's double the impact," describes Dr. Swagert.

Mountain Park struggled to maintain its own IT infrastructure. "Each clinic had its own data room however most of our IT infrastructure was at our Baseline clinic," explains Dr. Swagert. "It was spaghetti central with a nightmare of wires."

The OneNeck Solution

OneNeck's team of experts assessed Mountain Park's business requirements and created a technology road map with a highly efficient IT infrastructure. In addition, OneNeck had the bandwidth to grow with the organization and tackle any new federal regulations, like the move toward electronic health records. The result was a strategic approach to developing a new environment that was cost-effective and enabled Mountain Park to reach more patients. OneNeck's customized solution includes the following elements:

- **Managed Hosting.** OneNeck moved Mountain Park's servers to its state-of-the-art Tempe data center. We established high-speed and highly-secure connectivity to Mountain Park's Baseline location. The solution provided Mountain Park with space for growth and a team of experts that managed all facets of IT operations, including its robust practice management application. By moving its servers



Connecting IT Operations Across Five Locations

Mountain Park Health Center Enlists OneNeck to Tailor a Managed Hosting Solution

A ONENECK IT SERVICES CASE STUDY



into OneNeck's data center, Mountain Park was able to leverage the redundant power and air conditioning systems to keep its servers up and running.

- **Managed Security.** By implementing a managed firewall and Intrusion Detection System, OneNeck provides Mountain Park with comprehensive protection from incoming attacks. Its servers are protected using best-of-breed anti-virus and anti-spam software. OneNeck proactively monitors and maintains the servers according to IT service management best practices.
- **Disaster Recovery and Data Back Up.** Mission critical data for Mountain Park is backed up and archived automatically at the OneNeck data center.
- **IP Connectivity Solutions.** OneNeck directly connected a T1 line from the data center to Mountain Park's Baseline Clinic location. As a result, Mountain Park's medical centers received reliable, high-speed Internet connectivity.
- **24/7 Help Desk.** OneNeck's solution comes with a 24/7 help desk and ITIL-certified technicians that are available for immediate support. Mountain Park's staff can now get any problems addressed quickly with OneNeck's ability to remotely connect to solve issues.

The Benefits

OneNeck migrated Mountain Park Health Centers' servers and applications to the OneNeck data center without interruption. The move was scheduled at night when the clinics were closed to avoid any disruption. Once the switch was made, Mountain Park recognized immediate results:

- **Network Security.** Mountain Park no longer juggles resources to meet the security demands outlined in HIPAA. By deploying a force of leading anti-spam and anti-virus software, patient records are protected and are no longer susceptible to outside attacks.
- **Guaranteed 99.9% Up-time.** Long gone are the days when Mountain Park's staff uses paper to process billing and scheduling while their IT manager rushes among sites to fix applications. With OneNeck, Mountain Park slashed down-time to just 40 minutes a year. Patients receive help without prolonged wait times.
- **Data Back-up.** "Knowing that all critical data is stored and continuously updated means that the organization can focus on growth and new partnerships," said Dr. Swagert. "We have a reliable network that everybody trusts so we can concentrate on patients and services."

OneNeck has formed a partnership with Mountain Park Health Centers as a trusted IT advisor. By moving its servers and applications to the OneNeck's Tempe data center, Mountain Park no longer faces down-time, a false sense of security or fear their patient records will be lost. "We definitely have confidence in our IT operations now. Reliability is no longer on our minds. It's one of those things that is out of the equation because it's been handled," says Dr. Swagert.

"I am confident that OneNeck wants us to succeed and prosper – they are helping us see where we could and should do more to improve our whole IT operation. They truly function as a partner in our IT decisions."

Dr. John Swagert
Chief Executive Officer
Mountain Park Health Center



Company Facts

Organization	• Mountain Park Health Center
Industry	• Non-profit Health Care Provider
Business Challenges	• Growing patient base with only one IT manager • Maintaining system availability and eliminating down-time • Improving security for regulatory compliance • Back-up of mission critical data
User Environment	• Over 400 users • Five Locations • Over 65,000 patients
Application Environment	• Windows Server Management (Windows 2000 and 2003) • SQL Server Management (SQL 2000 and SQL 2005) • Active Directory, Exchange, VPN Management • IIS Web Server Hosting • SPLA Licensing
Technical Environment	• SQL Server Databases, SAN Environment, QMOE High-Speed LAN over WAN Service



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