

NOMS (Northern Ohio Medical Specialists) virtualizes its new data center infrastructure with Dell technology

NOMS collaborates with Dell Premier Partner vTECH io to build its end-to-end IT architecture for the future.

Business need

NOMS was formed in 2000 by several Northern Ohio physicians who wanted to provide a better healthcare delivery system for their patients. By creating one multi-specialty group practice, patients have access to a broad range of physician specialties and mid-level providers, and are provided with one consolidated billing statement for all services. NOMS patients have access to Family Practice, Internal Medicine, Ear, Nose & Throat, General Surgery, Neurology, Obstetrics & Gynecology, Orthopedics & Sports Medicine, Physical, Occupational & Speech Therapies, Dietetics, Podiatry, and Dermatology.

NOMS physicians provide top quality healthcare with highly progressive techniques and cutting edge programs, while keeping patients' costs low. NOMS providers take pride in offering both care and operational structure that is several years ahead of the healthcare curve. Their providers are conveniently located throughout Northern Ohio including: Sandusky, Sheffield, Clyde, Port Clinton, Norwalk, Fremont, Tiffin, Huron, Vermilion, Oberlin, and Willard.

The Dell account team introduced vTECH io to NOMS in May 2014 as a Dell Premier Partner to assist with the refresh of the client devices for a new Electronic Medical Record system (eClinicalWorks). The users and clinicians needed newer generation desktops and laptops to support the new EMR application suite. NOMS had the additional challenge of an aging IT infrastructure including outdated server hardware with inefficient direct attached storage, back-level software and operating systems that were nearing the end of support, unreliable email being hosted at a remote site by another company, and a backup system that would not be able to support the virtual systems environment of the future.

NOMS wanted to adopt a new IT management system and update its data center infrastructure by: consolidating equipment, virtualizing the environment, and implementing a new enterprise email system to improve reliability and provide a cost-effective platform to support future growth.



Sandusky, Ohio

"We standardized on Dell technology to build a new infrastructure to provide highly available, reliable IT services to support our growing user community." - Josh Frederick, CEO

A stable, comprehensive and scalable IT environment was designed by vTECH io with Dell technology.

The Solution

Flexible, scalable and sustainable.

NOMS had a preference for the flexibility that Dell desktops and laptops provide. They worked closely with vTECH io to get the final configuration and price point that was needed for their user requirements and their budget. The expansion of the scope of the project included the upgrade and virtualization of the datacenter to the current generation of Dell servers, SAN, networking and backup came from multiple scoping, requirements and implementation planning sessions with vTECHio's chief technology officer. This collaboration and planning gave NOMS the confidence to move forward with vTECH io as their partner for the project.



For more information about vTECH io, visit www.vtechamerica.com or call 877-277-5918.



Clyde, Ohio

Implementation began in July 2014 with the first wave of 130 new Dell Optiplex desktops. Over the next 18 months, NOMS rolled out an additional 160 Optiplex desktops and Dell Latitude laptops. The server virtualization / IT infrastructure upgrade was implemented in two phases. Phase 1 began with the focus on implementing a Microsoft Exchange for 340 users in a secure, protected environment, plus setting up a new virtual server, new active directory server, SAN and backup recovery appliance. This phase was completed in January 2015. Phase 2, which added additional Dell servers to the cluster as well as rebuilding / virtualizing another 12- to-14 applications under Windows Server 2012, was completed in June of 2015. Finally, the DR plan was completed with the replication of the DL4000 appliances.

NOMS now has the latest, current generation technology – mobile devices and desktops for the clinicians and physician practice offices, a completely virtualized data center with the latest generation servers and SAN from Dell, protected by the replicated DL4000 backup appliances. They also have their own, in-house, current version Microsoft Exchange email with advanced security, anti-spam and email encryption to monitor inbound and outbound transmission. They also have an easy, streamlined process through Dell Financial Services (DFS) that was tailored to meet their cash flow requirements.

“vTECH io has been a valuable source of technical leadership. They have successfully implemented what they sold and demonstrated a strong local commitment to our success as a dedicated partner.”

– Cheri Newton, IT Director



Customer at a glance

Applications

- End User Devices for Electronic Medical Record users
- Consolidated, Virtualized Data Center for Enterprise e-mail, Corporate Financial and Ancillary Clinical Applications
- Enterprise Backup and Recovery with Secondary Site Replication

Services

- IT Design and Implementation Services from vTECH io, a certified Dell GEO Partner
- e-mail Protection and Encryption Services
- Leasing thru Dell Financial Services (DFS)

Hardware

Dell PowerEdge Servers in a Hyper-V Cluster
Dell PowerEdge Domain Controller Servers
Dell Networking 3024 switches
Dell EqualLogic PS6100XV and PS6210E SANs
Dell OptiPlex desktops
Dell Latitude laptops
DL4000 Backup System powered by AppAssure

Software

Windows Server 2012
Microsoft Exchange
Microsoft Sharepoint



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