



SUCCESS STORY  
**Healthcare**



**RENOWN** | PROBLEM SOLVED

Renown partnered with Trace3 to deploy two new data centers that help streamline patient care, enable adoption of new medical technologies, and expand community reach.

# Renown Health Teams with Trace3 to Transform the Delivery of Healthcare

Trace3 and Renown worked together to develop a solution that takes Renown out of the data center business and changes the way the organization thinks about IT. By thinking outside the box, Renown is now prepared to take the business of healthcare where it needs to go.

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OCI offers the ability to **forecast** and **budget accordingly** as the organization changes and flexes

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“What set Trace3 apart from the competition was our willingness and ability to listen carefully to Renown to gain a better understanding of their challenges and goals.”

Aaron Zink  
Principal Architect, Trace3

## SOLUTION OVERVIEW

Trace3 professional services experts collaborated with Renown to design and deploy two new agile and resilient data centers. This new solution accelerates performance of Renown’s Epic platform, addresses growing storage requirements, enables Renown to extend its community reach and allows the organization to embrace technologies that enable the future of healthcare.

## CUSTOMER PROFILE

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network that serves a 17-county region comprising northern Nevada, Lake Tahoe, and northeastern California. Renown is one of the region’s largest private employers, with a workforce of more than 6,000. Renown has a long tradition of being the first in the region to successfully perform leading-edge medical procedures.

## PARTNER PROFILE


As a fully integrated Transformative IT Authority, Trace3 is the premier provider of IT solutions and

consultation services. Through elite engineering and dynamic innovation, Trace3 empowers executives and organizations to keep pace within the IT and corporate landscape through the transformative power of IT.

## THE CHALLENGE

### Enabling IT to support the future of healthcare

Renown’s existing data center was in the main hospital. With space at a premium, there was no room for expansion. Renown needed an IT infrastructure that could resolve capacity, performance, accessibility, and resiliency issues while allowing the organization to seamlessly adopt new technologies.

To be successful, Renown had to break away from the traditional approach and challenge the organization to think and do things differently. “It is critical to think outside the box,” says Frank Abella, director IT Infrastructure Operations at Renown. “Being content with what you have can be dangerous. It is not very resilient. It is too rigid to allow change. It creates more limitations than opportunities.” 

## BUSINESS BENEFITS

- Streamlines patient care with faster, simpler file access
- Enables Renown to quickly, easily, and securely deploy new modalities, such as 3D mammograms, without changing the underlying infrastructure
- Allows Renown to extend its community reach and grow its healthcare business

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Frank Abella  
Director IT Infrastructure Operations, Renown

## THE SOLUTION

### Thinking outside the box

Knowing that it needed more than just hardware, Renown issued an RFP. The winning solution needed to take Renown out of the data center business. It had to focus more on taking the business of healthcare where it needed to go and focus less on managing files and other IT tasks. It needed to change the way that Renown thought about IT.

To achieve that goal, Trace3 brought together 13 best-in-class partners, including Cisco, VMware, and NetApp. Trace3 proposed a fully managed Data Fabric solution that offered better flexibility, reliability, and integration than any of the other competitors.

With two redundant off-site data centers, IT resources are shared across the organization, providing plenty of room to grow. Applications get the required performance level, and physicians and other healthcare professionals have access to the files that they need, when they need them, no matter where the files are. Replication between the two remote

data centers provides the required resiliency to reduce downtime.

NetApp® All Flash FAS is high comfort for Epic, provides more flash storage for lower costs, and features NetApp SnapMirror® replication technology. NetApp OnCommand® Insight delivers superior reporting capabilities that enable Renown to accurately forecast and budget. These benefits combined with Trace3's technical expertise and experience with large migrations were key components for winning the deal.

“Too many companies propose solutions that they think are right for the customer instead of taking the time to really understand what the customer needs,” says Aaron Zink, principal architect at Trace3.

### RELYING ON SERVICES TO DELIVER WITHOUT A HITCH


Professional services played a significant role in developing and delivering the right solution for Renown. Trace3 had a winning strategy that offered the new approach that Renown was seeking.

With that strategy in place, Trace3 services experts moved forward to designing the infrastructure and deploying the components inside Switch data centers in Reno and in Las Vegas—all ahead of schedule.

Next, it was time to begin migrating applications and data to the new data centers. “Renown's infrastructure and applications are very complex. There are a lot of legacy applications and a lot of applications that must be configured in a very specific way. Because it is connected to hospital systems—and in some cases patients—it is a very sensitive environment in which downtime is not tolerated,” says Zink.

So far, Trace3's team has migrated applications without any disruption. When the solution is in place, Secure-24 (a comprehensive managed cloud services provider) will manage operation of the infrastructure inside the Switch data centers. Renown's IT staff will then have time to focus on tasks that help the company lead the business of healthcare forward.

## LOOKING TOWARD A SUCCESSFUL FUTURE

Renown has made this investment to lay the foundation and develop a roadmap for creating a whole new world of healthcare. With its new Data Fabric platform, Renown has room for future growth, enabling the organization to extend its reach to more communities. And a more agile IT foundation allows Renown to seamlessly adopt new technologies for delivering advanced medical care. 

Reduced latency and simplified processes give providers faster access to the files and the information that they need to streamline and improve patient care.

Building a positive, transparent relationship is key to a successful partnership. As Renown moves forward, Trace3 will be there at its side. The two companies meet

regularly, ensuring that Trace3 has a clear understanding of Renown's vision and how they can collaborate to move the organization closer to achieving its goals.

## WHY CHOOSE A NETAPP PROFESSIONAL SERVICES CERTIFIED PARTNER

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To find a NetApp Professional Services Certified Partner in your area, go to [solutionconnection.netapp.com/partnerdirectory.aspx](http://solutionconnection.netapp.com/partnerdirectory.aspx).

## SOLUTION COMPONENTS

### TRACE3 SERVICES

- Planning
- Design and equipment selection
- Installation and configuration
- Data migration
- Replatforming of the Epic environment

### NETAPP PRODUCTS AND SERVICES

- Workflow Automation for Epic
- 2 NetApp FAS8060 systems
- 4 NetApp AFF8080 All Flash FAS arrays
- NetApp ONTAP® 8.3
- NetApp SnapMirror
- NetApp OnCommand® Workflow Automation

LEARN MORE

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