

CUSTOMER SUCCESS STORY

## MaineGeneral Turns to SunGard for Help Developing and Executing Plan



### Challenge:

With its internal IT staff focused on internal systems and business issues, MaineGeneral sought a solution that would coordinate activities relating to the full development, implementation, and management of their Information Availability Program.

### SunGard Solution:

Review and update the existing Information Availability program, including the Disaster Recovery plan; develop recovery procedures for existing systems; assess backup and restoration procedures; and manage project to ensure success.

**M**aineGeneral Health is the parent company of a network of acute care hospitals, physician practices, rehabilitation centers, long-term nursing care, and assisted living and retirement communities. The organization has facilities in Augusta and Waterville with net operating revenues of \$296 million, approximately 3,900 employees, and an IT staff of about 50.

One of MaineGeneral's early concerns was HIPAA compliance, particularly having a recovery plan in case of disaster. The organization also was concerned about the proliferation of clinical systems and users' increasing dependence on IT systems for their day-to-day clinical and business operations.

"From operational and patient-safety standpoints, all our business staff and hospital staff are quite

dependent on our clinical information, laboratory, and radiology systems," says Kash Basavappa, Senior Vice President and CIO for MaineGeneral. "The organization has become very dependent on keeping these applications up and running. That's the driving force. We had a single data center, and if that data center disappeared, there would be no backup—we didn't have anything at that point in time. We wanted to work with someone who could help us prepare for a disaster, and we approached SunGard as the industry leader."

MaineGeneral liked the fact that "SunGard was able to offer a broader spectrum of services," adds Chuck Pritchard, Director of IT Client Services. "We were interested in best practices in our plan documentation." >

# “We approached SunGard as the industry leader.” Kash Basavappa, Senior Vice President and CIO, MaineGeneral

## Memorable Storm

During discussions with SunGard, one event was never far from anyone’s thoughts. “There was an ice storm in 1998 that brought a lot of organizations to their knees,” Basavappa recalls.

The storm hit at a time when MaineGeneral had just been formed through the merger of Kennebec Valley and Mid-Maine Medical Centers. Power to one campus was knocked out, but the two organizations hadn’t yet consolidated their data centers.

“The primary clinical system we use hasn’t changed since then, but how we use it has,” says Pritchard. “Back in 1998, we kept patient records for only 45 days, so if we lost them, we wouldn’t have bothered to re-enter them. But now we keep patient records permanently.”

And the records are voluminous— clinical results, lab results, radiology results, clinical documentation, nurses’ documentation of care, order entry, prescriptions for medications. “From a clinical aspect, we’re very much automated,” says Basavappa. “Our users don’t want to go back to a ‘paper world.’”

The need for MaineGeneral was clear: develop a strategy for on-site as well as off-site recovery in the event of a disaster.

“There was a broad understanding of needs,” says Basavappa. “We needed to have a strategy in place. We wanted to develop policies and procedures around the recovery issues before a disaster happened.”

The problem for MaineGeneral was finding the time to develop and manage the various aspects of Information Availability planning.

“We tend to run very lean,” says Pritchard, “and recovery planning requires additional support.”

## The SunGard Solution

SunGard responded to MaineGeneral’s needs in two ways. First, it developed a recovery strategy for the healthcare organization’s mainframe. SunGard also developed a mobile recovery strategy for an AS/400, four RS6000s, and 41 Intel based servers. In the event of a disaster, SunGard would send a fully equipped mobile recovery unit right to MaineGeneral’s designated site.

As the production-related demands on IT staffs increase, the ability of those staffs to meet all of their Information Availability needs decreases, which is one reason MaineGeneral included SunGard Testing Services in its contract.

During annual tests or in the event of a disaster, SunGard Testing Services is able to perform testing and recovery processes for MaineGeneral. The arrangement leverages the intellectual capital SunGard has accumulated through conducting more than 2,000 successful disaster recoveries and tens of thousands of successful tests.

## Patient Exam

Recently, SunGard has begun assessing MaineGeneral’s backup and restoration procedures: what they’re currently doing, how they can improve, what are the best technologies—essentially measuring against best practices to see how their processes can be improved. SunGard is also interviewing MaineGeneral’s business managers to determine how their specific businesses would be affected by the loss of their systems. The engagement includes an on-site project manager to keep activities on track. SunGard will use its findings to develop recovery procedures for MaineGeneral’s existing systems.

“We’re looking at a technology review—the data center, applications, and hardware—and an impact analysis,” says Pritchard. “SunGard will discuss where they see interdependencies and assist us in deciding criticality. We run about 100 applications and we’ve decided 15-20 are critical. We can’t recover all of them simultaneously. Our training systems and time recording systems have the most users. Next in line are our key clinical systems.”

## Prognosis

“As the clinical time gets shorter and shorter, we’re looking at a new plan,” Pritchard says. “We’ve defined five tiers of RTO, and tiers one and two can’t be addressed by mobile. We’re looking at consolidating two facilities into one. We’re looking at virtual machines and consolidation of platforms.”

“We do look at SunGard as the industry leader and we hope they can assist our move into the future and help us achieve strategic objectives,” says Basavappa.

“We don’t see it as turning over responsibility,” Pritchard concludes. “We look at SunGard as a partner.”

For more information about SunGard Availability Services, visit [www.availability.sungard.com](http://www.availability.sungard.com) or call 1-800-468-7483.

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