



Memorial Health Modernizes with Dashboard & Fabric

Memorial Health overcomes the limitations of an aging data center by modernizing its IT operations with Extreme Fabric Extend and STEP CG's custom Dashboard.



Memorial Health needed to replace and upgrade an outdated network with minimal disruption and no downtime. STEP CG helped build a plan and implement the strategy to make this happen while continuing to integrate working network gear into the new plan for a cost-effective migration.

CUSTOMER OVERVIEW

In 1945, influential members of the Marysville community in Union County realized the need to build a hospital to deliver healthcare for area citizens, including those returning from World War II. Most of the funding for the new hospital was acquired through the Hill-Burton Act, but when it was not enough, the town's people came together and donated whatever they could to raise more than \$300,000. On March 17, 1952, Memorial Hospital of Union County officially opened, with 40 beds and a staff excited to treat the people who made it all possible.

Today, Memorial Health includes this unique and independent, not-for-profit community hospital with 97 beds which draws residents in Union County and five surrounding counties. The hospital had a gross service revenue of \$287 million in 2019. The growing system also includes Memorial Gables, a skilled nursing facility; and Memorial Medical Group, a network of more than 40 providers. The system is governed by an eight-member Board of Trustees, has a medical staff of over 265 providers, engages over 380 adult and teen volunteers, and employs more than 1000 team members. Memorial Health prides itself on its service and standard of excellence through commitment to the regional community with 19 locations of care spread out over two counties.

BUSINESS NEEDS

Memorial Health's main goal is to provide the highest quality patient care and the best possible outcomes for every person who walks through the door of any of their facilities. Hired as the new CIO in 2018, Andy Chileski was tasked with an objective to modernize, replace, and upgrade the legacy Extreme hardware solution which was well past its end of life and out of support throughout the campus. The previous network was not giving them the efficiency needed to deal with the technology demands in healthcare and limiting their ability to embrace digital transformation. The project included replacing the core and multiple edge switches.

At first, Chileski was not an Extreme Network fan but after meeting with the STEP CG team, he soon realized Extreme Fabric could offer something that other product lines could not. With an increase in IoT devices, heightened commitment to security, and the need for additional network control, Chileski could envision the impact this would have on the future of the network infrastructure. Along with upgrading the Extreme gear, Chileski installed STEP CG Dashboard, a virtual appliance used to provide monitoring, analytics, and reporting on all components of the network.



Two of the driving needs for Memorial Health were to provide scalability and redundancy. Chileski knew there would be upcoming expansion and growth, so he had to plan for the future. STEP CG helped devise and implement a plan to go from a centralized architecture routing to distributed routing for better scale to meet their needs. With the combination of Extreme Fabric and Dashboard, Memorial Health dramatically simplified the edge of the network and can now easily monitor, analyze and report from a single "pane of glass."

THE STRATEGY and SOLUTION

In an effort to take Memorial's technology to the next level, STEP CG's strategy was to simplify and streamline the network by moving it to a next generation, Fabric-based solution. Chileski and his team worked with the STEP CG engineers to deploy an end-to-end network from Extreme Networks. The goal was to streamline and simplify the network in addition to automating it using Fabric Connect, a standards-based technology that interoperates seamlessly with existing Ethernet switches and IP routers.



There are many different approaches to 'skin a cat' and we could have set the network up many ways. STEP CG helped find the best option for the health system and educated us throughout the process.

– Andy Chileski, CIO of Memorial Health Marysville, OH



Memorial Health was a perfect environment to introduce Extreme Fabric since it could offer network segmentation. This would allow security and breach containment, isolation of IoT devices, multi-tenancy and regulatory compliance. Along with the hardware refresh, Memorial was able to



achieve redundancy and scalability. They needed a better way to monitor and track every occurrence that transpired on the network without adding high-level complexity. Fabric was able to offer all of this, while STEP CG's customized Dashboard helped monitor and manage all of it.

Adding each of these solutions to the network solved the problems he was facing and allowed him to have the flexibility, security, and reliability of data that he needed. With the deployment of STEP CG's Dashboard, Memorial was able to have access to a customized single "pane of glass" that offered monitoring, analytics, key health indicators and reporting in a virtual appliance that was easy to deploy.

THE BENEFITS

Memorial Health now runs a completely unified fabric that extends into each medical facility and Memorial Gables. They have standardized on the VSP 8000 series for the core and are leveraging the VSP 7200s at the Top of the Rack. They have the ability to extend the fabric across the WAN into the remote locations using Fabric Extend. STEP CG also incorporated Dashboard to monitor, analyze and report the stability and up-time of the network.

With Fabric Connect, Memorial was able to drastically simplify their network to the edge and automate the attachment of users and devices. This was critical to optimize staff and resources. The health system can now have a highly segmented network and minimal involvement is necessary when configuration changes are needed.

"STEP CG walked us through everything to make sure we maximized functionality. They made sure we tied everything together correctly when getting it up and going," said Andy Chileski.

Although Memorial Health's network was antiquated and outdated, there were parts of the network that did not need replacing. STEP CG was able to use Extreme Fabric to integrate all the old switches in with the new network gear. The simplicity of Fabric Connect made it easier for Chileski and his team to learn while working with STEP CG engineers during and after the install.

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They could have just given it to us and made me dependent on them. Instead, STEP CG took the time to train us, gave us access to their valuable Wiki and helped build the capacity in our team so we could do it on our own! They took the time to answer the questions we had and build an important bond.

– Andy Chileski, CIO of Memorial Health Marysville, OH

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WHAT MADE STEP CG STAND OUT

STEP CG takes the time to plan, design, install and maintain all aspects of a network so businesses can focus time and resources on mission critical demands. STEP CG will help the customer utilize the equipment and tools purchased to maximize their return on investment of allocated resources. Time is always dedicated to making sure the customer is comfortable with the new equipment and ready for our turnkey solutions. STEP CG strives to be the best partner for ALL customers!

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I have vendors and I have partners. Vendors don't last very long. Partners, like STEP CG, last for years!

– Andy Chileski, CIO of Memorial Health Marysville, OH

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