



Healthx Revs Up Its SAN

When Indianapolis-based Healthx installed a new storage management system in 2003, it was not a Xiotech® system. "We'd never even heard of Xiotech," says Vice President of Technology Jim Jordan. "We installed an IBM® FASt500 with all the disk capacity we needed and performance specs that should have met our needs." Once in place, however, the system fell significantly short of expectations. The FASt simply wasn't keeping up with user demands.

HealthX provides online information services for customers of 25 to 30 percent of the U.S. healthcare industry's third-party administrators. The company's data-base stores over 90 million health-care claims for 2.4 million users, and the system is called on to handle 1.4 million interactions a month, each of which can entail multiple Web hits.

The problem was that, while the FASt system's caching capability provided satisfactory I/O speed in bursts, it couldn't keep up with the sustained demands placed on it in a 24x7 operation. "We were maxed out," says Jordan. "We had plenty of available disk space on the system, but we couldn't use it because of the I/O bottleneck. So, despite

the available disk capacity we couldn't grow our business."

For a company that has grown 5,000 percent in five years and was ranked #57 on the Deloitte Fast 500, "not growing business" wasn't an acceptable option, so the search for a replacement storage area network (SAN) began.

Healthx had strict expectations, not just for performance, but for scalability, reliability, and support as well. "On the old system, we quickly reached a point where growth was a problem," says Healthx CTO Win Norton. "In order to grow, we were having to rebuild disk groups from scratch. The system was supposed to be fault tolerant, but even with redundant controllers, we were having system failures that corrupted files. And when we had problems, we just weren't getting the kind of support we needed."

Norton adds, "We considered other IBM SAN solutions along with systems from EMC and HP. Then a consultant put us in touch with a colleague at St. Vincent Hospital, where they were using a Xiotech Magnitude 3D® system."

"Magnitude 3D makes managing storage easy."



Industry

- Healthcare Claims Processing

Requirements

- Sustained performance
- Online scalability
- 24x7 reliability
- Improved support

Xiotech Solution

- Magnitude 3D®

Benefits

- Performance that meets the demands of a 24x7 organization
- Elimination of planned downtime
- Easy storage and information management
- Tremendous flexibility
- Effective, proactive monitoring and support

Operating Systems

- Microsoft® Windows® 2000 Server

Applications

- Microsoft SQL Server

SAN Infrastructure

- McDATA®

Magnitude 3D Passes the Test

In buying their second storage system within two years, Healthx staff was taking nothing for granted. They started with a visit to a Cisco lab for some hands-on experience with the Magnitude 3D system installed there. After testing the system's failover capabilities and building their own virtual disks, the Healthx team was impressed, but not yet convinced.

"The price was reasonable and the capabilities were there, but we wanted to see what it would do in our environment," says Jordan. "The folks at Xiotech were so certain they could meet our expectations that they installed a system at Healthx on a trial basis."

So how did Jordan, Norton, and company treat their "borrowed" system? "We beat the heck out of it," says Jordan. "We wanted to know what it could do under sustained load. We ran it over the hurdles, put Xiotech staff through their paces, and quizzed other customers about support. Magnitude 3D passed with flying colors. By the time we were done, we knew for certain that we had made the right choice, so we cut a purchase order and put the system into production with the flip of a switch."

Implementation, according to Norton was extremely simple and problem free. "Kudos to Xiotech," he says, "for the way they configured Magnitude 3D. We sent them performance information from our

existing system, and they tailored a configuration for us that was dead on. During the test, we were getting up to 20 times the I/O of the old system. In actual operation, we are still getting many times the sustained throughput of the FASiT."

Easy Changes With No Downtime

The Healthx IT team is also

impressed with how easy Magnitude 3D is to manage and how it eliminates planned downtime.

"Magnitude 3D makes managing storage easy. We can add, change,

and delete volumes with just a few keystrokes," says Jordan. "Now we can effectively manage all our drives, which just wasn't possible with our old system."

Jordan adds: "With Magnitude 3D, we make changes while the system and applications are up and running. On our previous system, it took hours of downtime to do things that Magnitude 3D lets us do with no downtime at all. We can even apply updates without taking down the system."

In describing the flexibility of the Magnitude 3D architecture, Jordan compares it to Symantec PartitionMagic®, which simplifies PC disk management. "It's like PartitionMagic on steroids," he says.

Both Jordan and Norton are also pleased with the support they get

from Xiotech. "We make a difference at Xiotech; we're not just another number," says Jordan. "Our support package includes ActiveWatch live monitoring by Xiotech, so they can spot potential problems often before we do. IBM offered a similar option, but at a substantial additional cost."

Jordan is confident he made the right storage choice for Healthx. "If we had it all to do over again, we'd have bought Magnitude 3D to begin with."

Norton agrees, "Since discovering Xiotech, it's been a tremendous experience," he says. "Entirely headache free." His advice to others struggling with storage management? "Buy a Xiotech SAN."

"We make a difference at Xiotech; we're not just another number."

About Healthx

Healthx offers the technology and services to help brokers and payers design, sell and deliver the best benefit plans in the world.

Healthx is the leading provider of portal and connectivity solutions that provide automated customer service and communications solutions specifically designed for the healthcare payer community.

Healthx uses a combination of the best technology and practices to ensure that its solutions are maximized to the clients' best advantage. Healthx provides the tools to set customers apart from their competitors through solutions ranging from complex aggregation and data management to more efficient and cost-effective customer service departments.

While others sell software and technology, Healthx offers its customers the best technology solutions in the world, along with the processes to ensure that technology is maximized to its fullest advantage. Healthx strives to help its clients sell more new business, retain existing clients, and reduce operating expenses.

Learn more at www.healthx.com.



Xiotech

6455 Flying Cloud Drive : Eden Prairie, MN 55344-3305 : 1.866.472.6764 : www.xiootech.com

Xiotech, Magnitude 3D, and Magnitude are registered trademarks of Xiotech Corporation. Dimensional Storage Cluster, TimeScale, DataScale, and GeoRAID are trademarks of Xiotech Corporation. Product names mentioned herein may be trademarks and/or registered trademarks of their respective companies.

©2007 Xiotech Corporation. All rights reserved. 070333-0307