



American Hospital Association leverages world-class IT expertise to manage their technology infrastructure while they focus on their core business

National Healthcare Advocate

American Hospital Association (AHA) represents 5,000 hospitals, care providers and 37,000 individuals from various health care fields. The AHA acts as an advocate in national health care policy development and provides services to its members, such as helping hospitals and health care providers form networks for patient care, conducting research and development projects on the structuring and delivery of health care services, as well as producing educational programs and publications. To accomplish this AHA's IT department must develop and manage 70 plus websites that interact with their members.

A Fully Managed Solution

Historically, AHA had used an alternative hosting provider with a solution that included AHA owning all of the hardware and taking responsibility for all of the components of the technical platform. AHA had a proliferation of servers that needed to be maintained and when the purchase of new equipment and additional functionality was required, they had to go through a purchasing cycle that could take from 1 to 2 months. In addition, AHA was planning to move from Sun Solaris to the Red Hat Linux platform and found that they had no internal expertise to accomplish this. AHA wanted to maintain their core competency in managing its business applications and developing web applications so it made sense to move to a fully managed solution and engage a partner that is an expert in providing these services.

AHA looked at a number of hosting providers, but found that Savvis was the only company that had a complete solution that included utility services, managed hosting, virtual LANs and more. Savvis has shown that they are a global leader in managed services while most other companies only provide collocation of equipment and a small subset of managed services.

Company:

American Hospital Association

Website:

www.aha.org

Industry:

Healthcare

Solutions:

- Managed Services
- Networking
- Professional Services

Key Impacts:

- Supplied utility services, managed hosting, virtual LANs and more
- Tailored a solution precisely to business needs
- Assured business continuity with redundant hosting locations at minimal cost
- Allowed zero downtime at switchover



**American Hospital
Association**



A More Secure, Streamlined Environment

Working collaboratively with Savvis, AHA was able to build their solution from the ground up and tailor the infrastructure to their business needs. While building out a production site in the Savvis Chicago data center, AHA was able to separate their staging and development environments in the Savvis St. Louis data center. The replication of these environments at different hosting locations has provided the added benefit of business continuity with built-in redundancy and fail-over with minimal additional cost. AHA's two phase transition began with their Oracle ERP systems and then culminated in the movement of all web portal applications supporting over 70 web sites. AHA was able to implement and test their new services with Savvis while continuing to run their current environment resulting in a clean cut over when they were ready with almost zero downtime. "We were very pleased with the build out of our new hosting environment and our ability to come up live with almost no impact to our employees and members," said Jack MacKay, AHA's VP and Chief Information Officer. "In addition, the cost structure has been very beneficial since we have shifted from capital expenses for purchasing hardware to a predictable monthly operating expense with no spikes for items like new servers. The transition to Savvis went very smoothly and we are extremely happy that we chose a world-class organization like Savvis."

AHA has adopted a large number of Savvis services including infrastructure, managed services, network and professional services for implementation as well as a fixed number of professional services that are used at their discretion each month. They are continuing to explore how Savvis can provide a more secure and streamlined IT environment for AHA.

"Savvis has been great at developing a solid understanding of AHA's business needs and technical challenges and then working with my staff to develop flexible cost-effective solutions. I view Savvis as a valuable extension of my own staff."

**- Jack MacKay
VP and Chief Information Officer, AHA**

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