



SUCCESS STORY
Healthcare



CHILDREN'S MERCY | PROBLEM SOLVED

To deliver high-quality, compassionate pediatric care in the Midwest, and around the world, Children's Mercy Hospital in Kansas City depends on NetApp® technology to make a life-saving difference.

Children's Mercy Hospital Turns Digital Leader and Delivers World-Class Care with NetApp

U.S. News and World Report recently ranked Children's Mercy Hospital in Kansas City as one of the best children's hospitals in the United States. David Chou, the hospital's VP, CIO, and CDO, says that using the latest technology is one of the key reasons for that distinction.

More than
500K
children treated annually

8,000
caregivers access information

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 **NetApp®**

“NetApp HCI allows me the flexibility to scale. It allows me to increase performance, increase storage, based on my needs on demand. It allows me to adjust my technology solution based on the constantly changing needs of hospitals like ours.”

David Chou
VP, CIO, and CDO, Children's Mercy Hospital

Each year more than half a million children seek treatment at Children's Mercy Hospital in Kansas City. In 10 specialties, from pediatric cancer treatment to pediatric neurosurgery, all children receive world-class care, regardless of their family's ability to pay.

Chou knows that the right technology can improve care and reduce costs. His vision included turning Children's Mercy Hospital into a healthcare digital leader. He found exactly what he was looking for in NetApp HCI and the NetApp Data Fabric, which is NetApp's strategy for simplifying and integrating the orchestration of data across hybrid multicloud environments.

“We wanted a platform that would make us future-proof and allow us to easily move workloads between the cloud and storage on the premises. That's exactly what we got with NetApp HCI and the Data Fabric,” Chou said. “We can easily scale to meet both our business and technological needs.”

SIMPLICITY EQUALS PATIENT SUCCESS

While most of Chou's efforts are directed at improving patient care, he also wants to use technology to handle such everyday tasks as scheduling conference rooms to make it easier for the hospital staff to make presentations and evaluate data.

Because hospitals like Children's Mercy must deal with multiple products to handle nonmedical tasks, they need a system that can integrate those tasks seamlessly into their existing IT infrastructure.

“Have you ever noticed that with consumer products, you can have Google Chromecast and Apple Music working together in your house?” Chou asks. “With NetApp HCI, I have the foundation to pull everything together so it's just that easy in our hospital workspace.”

FUTURE-PROOF IT INFRASTRUCTURE

Because hospitals handle and store ever-increasing amounts of data, one

SOLUTION COMPONENTS

- The initial deployment is for a 4,000-seat Horizon View EUC environment.
- There are 14 HCI chassis across 2 racks with 42 compute and 14 storage nodes.
- The environment is being rolled out as pods.
- Each pod is made up of 19 compute and 5 storage nodes to support approximately 2,000 desktops.
- NetApp held back (in a separate NDE run) a 4x4 configuration for a test/sandbox environment.
- These test nodes will be rolled into the production pods at a later time.

of the many reasons Chou selected NetApp HCI is that it can easily scale at a moment's notice. NetApp HCI combined with Data Fabric also makes it easy to switch workloads from on premises to the cloud without purchasing any additional software or hardware.

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BETTER CARE WITH VIRTUAL DESKTOPS

With more than 8,000 caregivers, Children's Mercy Hospital needed to make sure that everyone associated

with patient care can access the same information at the same time from anywhere on campus using a virtual desktop.

The information looks the same on a desktop computer as it does on a virtual desktop, so caregivers don't have to spend precious time searching for information about a patient's condition or medications. Caregivers tell Chou that saving as little as 30 seconds can make a major difference when facing the concerns of worried families.

As soon as the virtual desktops become the standard at Children's Mercy Hospital, Chou plans to expand the functionality to mobile devices. "Some patients want to speak with their doctors virtually over their

smartphones," he says. "In the future, this kind of experience will be routine."

Chou's vision for the future of the hospital also includes a continued reliance on NetApp solutions. "I'm always looking 3 to 5 years ahead to make sure the systems we have today will be adaptable to our future business needs," Chou says. "In NetApp we have a company that is both a trusted business and technology partner. We know they will be there when they need them."

SOLUTION COMPONENTS

NETAPP PRODUCTS

NetApp HCI Compute Nodes

NetApp Storage Nodes

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