



## The Orthopedic Center of St. Louis

### A Sense of Security with the Stratus® ftServer®

The idea that your automated practice and clinical management solution could go down is a scary one for any practice. Solutions like Intergy by Sage are designed with many features to prevent this from happening, but your hardware choices can also contribute to the enhanced stability of your solutions.

To offer the best possible server solution to practices, Sage Software has partnered with Stratus Technologies to offer Intergy users the industry-leading Stratus® ftServer® Systems. The ftServer system is designed for 99.999% or greater uptime. Ryan Bonner, IT manager at The Orthopedic Center of St. Louis (TOC-STL), has found out how reliable this solution is firsthand.

The physicians at TOC-STL have been providing the residents of the greater St. Louis area with high quality orthopaedic care for the past 15 years. The practice chose to implement Intergy in 2004 after many years of utilizing The Medical Manager by Sage. “We wanted to get a fully integrated practice and clinical management system in place and we were happy with our relationship with Sage Software so we decided to stay with them and implement Intergy,” explains Bonner.

They were happy with the Intergy product from the beginning. Both the software and the hardware were working fine. Unfortunately, the practice experienced something that is rare but can happen—they had a server crash. “We had never had any problems or downtime with the server before,” recalls Bonner. “One day we received an upgrade and something happened. The whole system just crashed.” Sage Software technicians responded immediately, getting a new server in place so they could get back to business quickly, but they recommended the practice consider changing over to the Stratus ftServer.

Ryan Bonner looked at what the Stratus ftServer had to offer: 99.999% uptime or better, complete redundancy, internal alerts when there is any issue, and a remote monitoring solution for fast support response. According to Bonner the choice was also about supporting current and ongoing growth as a business. “We had moved to a new facility and added four new providers. We were experiencing big growth and implementing Intergy had been part of supporting that growth. We needed to make sure that the server we had in place would also support that and would be as reliable as possible to avoid disruptions to a large busy practice.”

#### Customer:

**The Orthopedic Center of St. Louis**

#### Specialty:

Orthopaedics

#### Location:

Missouri

**Number of Locations:** One

#### Number of Employees:

Nine Providers, 77 Staff

#### Products:

- Intergy
- Intergy EHR
- Stratus ftServer

### CHALLENGE

To ensure over 99% uptime on the Intergy system in the practice.

### SOLUTION

Installation of the Stratus ftServer system.

### RESULTS

A redundant server that has 99.999% uptime or greater and provides system alerts and remote support.

The choice was made and the Stratus ftServer was implemented. Today, Bonner knows that this was the right decision. “This is a redundant system so in the event that one side goes down, the other one is already operating as though nothing has happened, and we have time to fix whatever is wrong,” explains Bonner. “We have had it in place over a year and we have not had to use this feature but it sure is good to know we can.”

There is a feature that Bonner has used, however. The system sends him an email alert when there is a potential problem. “A few weeks after we installed the new server, I started getting email alerts from the system,” he recalls. “It was sending me an alert that there was a problem with the temperature in the server room. It turned out the air conditioner was bad and we had a ventilation issue. It kept emailing me until it was resolved. We fixed the problem, and the system has been fine ever since. I haven’t had any emails, but I know if something comes up, I will be notified immediately and I know that Stratus is being alerted as well so if they need to do remote support to fix it they can.”

Stratus’ ActiveService™ architecture detects and reports problems before they cause system downtime. By combining automatic fault detection and isolation with integrated call-home remote support and online component replacement, ActiveService architecture helps ensure a level of built-in serviceability that other vendors can’t match. ActiveService Access features allow the hardware to handle the first level of customer support, with the system correctly isolating faults and automatically opening a call on the Stratus call system that tells the support center exactly what action to take. The remote support capabilities of ftServer systems allow service engineers to troubleshoot and solve problems online more than 95% of the time. If necessary, the system automatically orders its own hot-swappable replacement part. Users can install these components easily while the ftServer system continues normal operation.

Out-of-band management capabilities in Windows® environments are provided by the Virtual Technician Module (VTM). Running on independent power and network connections, the VTM allows remote communication to take place between Stratus’ ActiveService

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Network and the customer’s module—regardless of the system’s state. The VTM allows a service engineer to remotely power on/off or reset/reboot the system and manages the security of incoming and outgoing communications through the ActiveService Network.

“The ActiveService Architecture has its foundation in the design of the hardware and its technology-enabled Access features,” explains Peter Cook, Director of Partner Marketing at Stratus Technologies. “The system’s self-monitoring and diagnostics features are capable of correctly identifying the specific hardware or software component that causes an abnormal condition. The elimination of guesswork and trial-and error-part swapping clearly sets ftServer systems apart from alternative high-availability solutions. We get you the right part usually within 24 hours. These hot-pluggable components are easy to replace by users without special tools, commands or a visit from a field engineer. Once in place, the new component is automatically integrated into the running system, and throughout this entire process, the system and application will continue to run normally.”

It may sound too good to be true, but Ryan Bonner fully believes the claims now that he has a Stratus ftServer in place at TOC-STL. “We have had nothing but success with it,” he asserts. “It is everything they say it is, and when all your physicians are relying on electronic charts and documentation, you can’t afford to have the system down at all. That is the reliability this solution provides. There will always be that little .001% that is unpredictable, but 99.999% foolproof is a very good number.”

## ABOUT SAGE SOFTWARE

Sage Software Healthcare Division is a part of Sage Software, the North American business of UK-based The Sage Group plc. Sage Software supports the needs, dreams and challenges of small and medium-size businesses (including medical practices of 500 employees and more) by offering leading business management, practice management and electronic health records products and services. More than 2.6 million North American small and medium-sized businesses and tens of thousands of medical practices currently rely on Sage Software applications.

For more than 25 years, Sage Software Healthcare Division has delivered easy-to-use, scalable and customizable software for practice management, including private practices, multi-million dollar medical enterprises and community health centers. Our Intergy EHR by Sage electronic health records software is CCHIT Certified<sup>SM</sup> for its product, and meets CCHIT ambulatory electronic health record (EHR) criteria for 2006.

## Sage Software

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