



High level results

- Removal of servers simplified update process
- Improved disaster recovery with cloud processing
- Reduced monitoring time required

Elder Outreach Nursing & Rehabilitation

Move to AHT Cloud Services frees up resources, increases system uptime and offers more peace of mind.

BACKGROUND

A series of events in late 2014 had Louisiana-based Elder Outreach Nursing and Rehabilitation deciding whether to update their on-site servers or move to a cloud-based hosting solution for their American HealthTech (AHT) solutions and other data. The 1,000-plus bed, nine location system wanted to minimize the potential for system interruptions for their employees. Todd Desormeaux, IT Director for Elder Outreach says, "We had a system failure on this end caused by one of our on-site servers, which got our management concerned about trying to minimize downtime. We were also to the point where we were going to have to upgrade our hardware before too long."

CHALLENGES

For Desormeaux, considering a switch from on-site servers to a cloud-based hosting solution had him thinking through a number of changes this move would bring. One of those was not having direct control of the Elder Outreach data. Not being able to personally respond to server issues was something he had not experienced. "As an IT person, I like having my own servers, I like being able to fix a problem immediately instead of becoming a ticket on someone else's system," said Desormeaux.

Cost was another hurdle that had to be cleared before moving forward. Desormeaux said that, although on-site servers looked more cost effective on the surface, things look a lot different once the add-on costs are factored in.

"If you start adding in how much of my time I was spending taking care of everything, the cost differences started to go down," said Desormeaux. "You have to buy the servers, you have to buy all this other equipment if you keep it in-house, plus you

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Todd Desormeaux
IT Director

have to spend a lot of time taking care of it. Once we started looking at all the other aspects of what the costs were, moving to the cloud looked like the better option.”

SOLUTION

Elder Outreach needed a robust system that could handle more than 400 workstations and kiosks that housed their AHT solutions, and one that was secure and reliable. With a goal of maximizing up-time and reducing time spent on server maintenance, AHT Cloud Services was the clear answer. “One of the biggest benefits was that it was going to relieve my time to work on other important projects,” said Desormeaux. “At the time we made the switch I was a one-man show.”

Some of the other reasons Elder Outreach selected AHT Cloud Services include:

- Substantial and automatic backup and disaster recovery redundancies
- Biometric authentication for kiosk machines, reducing the need for additional passwords
- System updates are scheduled at a convenient time
- Works seamlessly with other AHT solutions

RESULTS

Months after the switch, Elder Outreach—and Desormeaux himself—is in a much better place than before. “It has been a relief for me to not worry about that part of our system,” said Desormeaux. “It was about dependability, reliability and the fact that in the end it was cost effective to make the change.”

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