



Florida Hospital

- » BMC slashes maintenance outages and eliminates unplanned downtime
- » Enhances patient care and safety; improves billing accuracy

BEFORE

- » Had 36 hours of annual maintenance outages
- » Cost of outages was estimated at \$1,200/minute
- » Limited functionality
- » No ability to keep image copies
- » Loads failed to complete, causing frequent abnormal ends

AFTER

- » Maintenance outages drop to 12 hours/year
- » Maintenance performed while systems are online
- » Faster processing, low CPU utilization frees up mainframe
- » Zero unplanned downtime for more than 12 years



The skill to heal. The spirit to care.

GEOGRAPHY

United States

INDUSTRY

Healthcare

SOLUTIONS

BMC Database Management for DB2® on z/OS®, including:

REORG PLUS for DB2

DASD MANAGER PLUS for DB2

LOADPLUS for DB2

UNLOAD PLUS for DB2

COPY PLUS for DB2

SNAPSHOT UPGRADE FEATURE for DB2

According to the U.S. Department of Health and Human Services Website (www.hhs.gov/healthit), “Modern information technology offers unprecedented opportunities to improve health care for Americans, promising better quality at a lower cost.” Innovative healthcare organizations, such as Orlando-based Florida Hospital, are leveraging medical IT systems to improve the quality of patient care and safety, giving medical professionals fast, reliable, and secure access to patient information so they can make informed decisions that improve the health of the people under their care.

Because of the critical nature of patient information, 24x7 availability of medical IT systems is a business imperative. Achieving that goal rests on the shoulders of the IT staff. At Florida Hospital, the staff maintains patient information in IBM DB2 tables. With more than one million patient visits per year, managing the DB2 environment effectively is not an easy task.

Florida Hospital is tackling the challenge with the help of BMC Software. Using BMC Database Management for DB2 on z/OS, the hospital’s IT staff has improved system uptime by 80 percent, capitalized on the ability to track and share patient history among the hospital system’s campuses, and created a more efficient payment processing system.

ENHANCING THE PATIENT EXPERIENCE

“We see more patient visits a year than any other hospital in the country,” said Bob Goodman, database administrator at Florida Hospital. “Each one of them deserves a personalized experience and the best healthcare available. With BMC Software, our medical personnel can focus their attention on patient needs. They don’t have to worry that a technology disruption could impact their ability to deliver the highest quality care.”

Sophisticated IT systems provide valuable services that help protect the health and well being of Florida Hospital patients. These systems speed the admission process and monitor more than 2,000 hospital beds across eight hospitals, capturing vital patient information automatically. They give doctors, nurses, pharmacists, lab technicians, and other medical personnel instant access to a patient’s health history, changes in condition, test results, medications, and more. Automation reduces the risk of human error and makes information instantly available wherever it’s needed.

Sophisticated systems also enable accurate and timely billing practices that ensure the hospital’s business health. BMC solutions help run the hospital’s “Predictive Proration” program, which forecasts the benefits or drawbacks for each contract negotiation with a vendor or insurance provider. The system has been so effective, it is being used as a model example by Medicare.

“When we evaluated the available solutions, BMC Database Management for DB2 was the clear leader. Not only does it perform maintenance tasks faster, it lets us perform a lot more functions while systems are still online. As a result, we’ve reduced the number of maintenance windows from one a month to one a quarter. And we’ve had a zero unplanned downtime record for more than 12 years.”

BOB GOODMAN
DATABASE ADMINISTRATOR

A PRESCRIPTION FOR DB2 TABLES

As a not-for-profit organization, Florida Hospital must ensure superior service while keeping costs to a minimum. BMC Database Management for DB2 simplifies backup, indexing, reorg, load/unload, and other maintenance tasks, enabling the hospital to maintain the DB2 environment with only two database administrators (DBAs), one of which also has responsibilities outside of database management.

The hospital is in growth mode in response to the expanding population in Central Florida. That growth is driving the demand for more IT support, yet the hospital has not had to increase headcount for DB2

administration. The DB2 environment already houses eight terabytes of data (20 terabytes uncompressed). On a daily basis, there are more than three million transactions, 300 million calls on DB2, and 10,000 batch jobs. Disk space has been growing at a rate of about 30 percent a year and processor power at a rate of about 10 percent a year.

Prior to implementing BMC Database Management for DB2, the IT staff had to schedule a three-hour system outage each month to perform DB2 maintenance. Based on data from independent research firms, the cost of downtime is approximately \$1,200 per minute. With the introduction of the BMC solution, the staff found it could handle a lot more DB2 maintenance tasks without taking critical systems down.

“When we evaluated the available solutions, BMC Database Management for DB2 was the clear leader,” said Bob Goodman, database administrator at Florida Hospital. “Not only does it perform maintenance tasks faster, it lets us perform a lot more functions while systems are still online. As a result, we’ve reduced the number of maintenance windows from one a month to one a quarter. And we’ve had a zero unplanned downtime record for more than 12 years.”

CONTAINING COSTS

Eliminating the number of outage hours required for maintenance translates into a substantial savings for Florida Hospital.

BMC Database Management for DB2 is also helping the hospital contain costs in other ways. For example, CPU utilization is lower and elapsed time for performing DB2 maintenance tasks is faster with BMC Database Management for DB2 than with competing solutions. Consequently, more mainframe processing time and power are available for critical patient information and business systems. Using more MIPS or taking longer to process would translate into earlier CPU upgrades, which are costly in the mainframe world.

“Mainframes are expensive, and we need to make the best possible use of the processing power we have,” Goodman explained. “We recently did an evaluation of a competing utility. The jobs kept failing, and we lost a lot of sleep that week. What’s more, based on the additional processing time required by the other utility, we would have had to add tape processing capacity, which would have driven up our IT costs.”

CUSTOMER’S FINAL WORDS

“When we compare the BMC solution with other utilities, it continues to come out ahead in terms of features, cost, performance, and the ability to minimize outages,” Goodman concludes. “It’s allowing us to provide quality care for our patients, and positioning us to support the hospital’s continued growth in the years ahead.”

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ABOUT FLORIDA HOSPITAL

Opened in 1908, Florida Hospital is one of the largest not-for-profit hospitals in the country, caring for more than a million patient visits per year – that's more than any other hospital in the country, according to the American Hospital Association. The more than 2,000-bed system, comprised of eight hospitals and 18 Centra Care locations, has been recognized by U.S. News & World Report as one of the best hospitals in the country for the past 10 years.

BUSINESS RUNS ON IT. IT RUNS ON BMC SOFTWARE.

Business thrives when IT runs smarter, faster and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both mainframe and distributed environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended September 30, 2008, BMC revenue was approximately \$1.83 billion. Visit www.bmc.com for more information.



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