



Martin Health Services

Using colocation to manage medical records

The Company

Martin Health Services (MHS) specializes in providing long-term care pharmaceutical services throughout Iowa. MHS Pharmacy packages and delivers prescription medications to assisted living and residential facilities, servicing more than 200 care facilities across the state. The company has a friendly, experienced staff available 24/7 to meet customers' unique healthcare needs.

The Challenge

Martin Health Services (MHS) provides comprehensive pharmaceutical services to more than 200 long-term and residential care facilities across Iowa. Services include assembling and delivering custom prescription orders for patients and residents, maintaining patient records and managing prescriptions, providing generic drug substitutions and offering comprehensive consulting and advisory services. The company maintains three business locations: Johnston, Storm Lake, and its headquarters in Denver, Iowa.

Much of MHS's business relies on enterprise systems designed to manage electronic medical records (EMRs) and provide secure, remote access to patients' drug records. For example, MHS uses eMAR, an Electronic Medication Administration Record system, to simplify prescription record-keeping using a touch-screen interface to enter and track drug orders. MHS also offers Webconnect, a web-accessible medication information system that allows caregivers to access patient prescription records, check deliveries, order refills, change medications and more.

To interconnect the three MHS offices and provide clients with secure web access to patient records, MHS was maintaining its own data center at its Denver headquarters. However, carrier services and power were proving unreliable. Frequent outages were impeding data access and making it impossible to maintain timely orders and client records. Every time carrier services or power failed, operations in Denver simply stopped. Since MHS had no control over service reliability, they had find another approach to establish reliable connectivity for the company and its clients.

The obvious solution was to move the data center off site to a location with more reliable carrier and power services. That's when they called in OneNeck® IT Solutions to learn more about their colocation services.



The OneNeck IT Solutions Answer

MHS migrated its pharmaceutical computing services from its Denver headquarters to OneNeck's data center in Cedar Falls, Iowa. OneNeck maintains two colocation sites in Iowa, one in Des Moines and a second in Cedar Falls. The Cedar Falls location was ideally suited to provide reliable 24/7 access to care-critical data access. By using OneNeck's colocation services, MHS was able to colocate its own cloud-based prescription application to maintain secure client records and fill prescriptions for delivery to all MHS customers across the state.

One of the reasons MHS chose OneNeck was because of the positive experience that Carl Huber, MHS's IT Manager, had working with

Martin Health Services Summary

Organization	Martin Health Services
Industry	Prescription drug fulfillment services for more than 200 long-term and residential care facilities across the state of Iowa.
Business Challenges	Reliable colocation services with redundant carrier services and power Small colocation footprint required with room for future expansion Hosted prescription software services to service three MHS offices as well as client access to patients' drug records.
User Environment	Interconnect three MHS offices in Johnston, Storm Lake and Denver, Iowa, as well as providing secure web data access to customers across the state.

OneNeck in a previous position. After pricing out the cost of installing and maintaining a data center, including fire suppression, generators and on-premises environmental systems, it was clear that OneNeck's colocation services offered a superior, cost-effective alternative.

"MHS partnered with OneNeck because we now have three locations to cover the entire state of Iowa," said Huber. "Our primary application servers were housed in Denver, so when had power outages, we were unable to work at any of our locations. As our business grows, it has become critical that we have access to our applications around the clock. Moving to the OneNeck data center gave us the full availability and redundancy we needed."

OneNeck's Cedar Falls 24,000-square-foot data center features industrial-grade environmental systems that minimize risk from disasters such as power outages, fire, flood, acts of nature and unauthorized access. The colocation center also has its own enterprise-class, multi-carrier Internet bandwidth service with carrier redundancy and dynamic border gateway protocol (BGP) routing across carriers, as well as redundant routers and edge switches.

To meet MHS's current colocation needs, OneNeck installed servers, routers and a firewall in a rack at the data center. Few colocation providers are willing to lease a portion of data center rack space, but OneNeck prides itself on being able to meet the needs of any sized business, and offering smaller increments of rack space is an ideal approach for smaller businesses seeking colocation reliability, but with the possibility to scale with their business growth.

The Benefits

Hosting its computing systems with OneNeck frees MHS's IT staff to focus on more strategic business issues rather than troubleshooting crippling service outages. The guaranteed service reliability from OneNeck's data center ensures that MHS can continue to service its customers with fast, dependable delivery services and record-keeping, without interruption.

"OneNeck's people are really great to work with," Huber said. "We've had no issues, and received support with whatever we've requested. We've been really fortunate to work with OneNeck."

About OneNeck IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

OneNeck is a subsidiary of Telephone and Data Systems, Inc. [NYSE: TDS]. TDS provides wireless; cable and wireline broadband, TV and voice; and hosted and managed services to approximately six million customers nationwide through its businesses U.S. Cellular, TDS Telecom, OneNeck IT Solutions LLC, and TDS Broadband Service LLC. Visit tdsinc.com.



OneNeck.com
855.ONENECK