FUJITSU

Children's Hospital Data Centre Relocation

When State government requested agencies to relocate their systems to a new data centre, specialist ICT support was needed to make it happen. The Health agency differs from other government agencies because it is responsible for providing the infrastructure, applications and data needed by Hospital Service Providers for 24/7 care delivery. Specialist technical support has to have health sector experience to provide the best support available. That's why this government Health agency chose to award the hospital data centre move to Fujitsu as their trusted Health technology supplier.

Customer

There are thousands of children and families who have benefited from the services of this specialist Children's Hospital. The Hospital staff, over many years, has given care and relief to sick children and their families during stressful and traumatic situations. Their support during crucial times of need have put smiles on the faces of sick children and their families. To continue providing this quality care, this hospital needed to relocate the whole data centre without interfering with the day-to-day, digital application performance required by the service.

Data centre relocations will invariably introduce challenges that are unique to that specific data centre and location. When relocating a data centre, unexpected downtime and the potential loss of data are the main risks. While data centre migration is often seen as a hazardous prospect, it need not be if well planned and implemented with precision.

Fujitsu had the organisational experience and skilled workforce to provide a comprehensive relocation plan and a targeted project delivery team across the whole technology stack. It was Fujitsu's chance to maintain confidence with the hospital staff.

Challenge

This large, modern, specialist Children's Hospital was faced with the challenge of relocating the entire data centre footprint into the new data centre. This involved the physical relocation of over 400 servers, a large amount of storage, networking and approximately 50 class 1, 2 and 3 applications tightly coupled to the production environment.

In order to continue providing seamless care, the relocation needed to occur in the shortest period possible to ensure the data centre could support key hospital services and have zero impact on the workforce using the applications to deliver critical patient care.

The project was delivered during the Covid pandemic which caused people mobility and resource supply restrictions which were difficult to anticipate and plan.

"When it came to the crunch, the customer provided open and clear communication for project change requests and the project delivery team stepped into the breach when needed to get the right outcome."

Fujitsu Team Lead

Solution

The Fujitsu approach included a comprehensive relocation plan incorporating all elements of the infrastructure technology stack. The team planned compute, telephony systems, storage, networks, communication carrier as well as rigorous application management and testing. The government agency was supportive and codesigned the approach.

To ensure the relocation would not impact any hospital application production systems, a comprehensive audit of all services and applications running on the environments was undertaken. The audit identified numerous hospital application production services that would be affected and would need remediation in advance of relocation. The engineering team reconfigured these until they were all de-risked and resolved.

As part of the plan, Fujitsu helped focus the relocation from being an infrastructure move, to a service and application centric move. This sharpened the focus on staff and patient impact at the hospital and fostered proactive involvement from all stakeholders to support the relocation, its pre-testing, shutdown, start up and service reintroduction.

The planned five-day relocation was condensed to three days, which reduced the significant risk associated with reliance on a Disaster Recovery (DR) environment accessible for the hospital to use in an emergency.

Fujitsu provided Subject Matter Expert support to the vendors where relocation problems could not be remediated by these vendors. Working hand in hand to provide a 'teaming and trusting' project model achieved the best outcomes for the government Health agency and the hospital.

Outcomes

Over the three-day data centre relocation there was ultimately zero impact on any hospital application production system and the high priority support planned after relocation required little additional effort.

Fujitsu's collaborative culture, expert project delivery and continual focus on positive patient outcomes resulted in minimal impact to hospital staff and care delivery.

The government Health agency successfully partnered with Fujitsu on a mission critical, multi-vendor project, so that they could focus on their agenda of keeping the population safe and well.

Fujitsu plans to continue delivering a high standard of service to the state government agency. The roadmap includes improvements in cloud services, cybersecurity and technology infrastructure modernisation as part of our continued role supporting Health services with leading edge technology. Fujitsu values the confidence placed in the technical team to do whatever it takes to help the Hospital keep caring for their kids and families.