"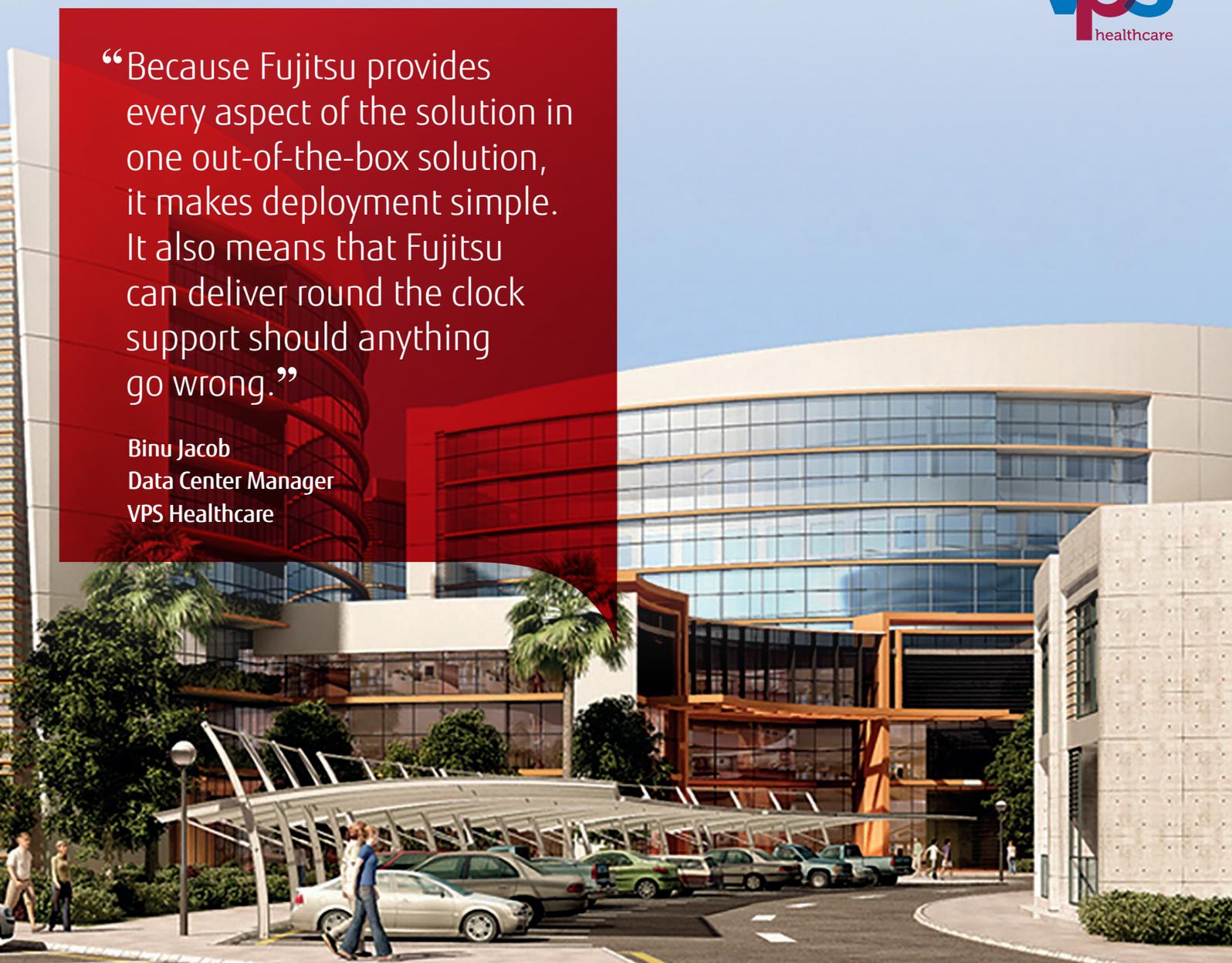Because Fujitsu provides every aspect of the solution in one out-of-the-box solution, it makes deployment simple. It also means that Fujitsu can deliver round the clock support should anything go wrong."

**Binu Jacob
Data Center Manager
VPS Healthcare**

VPS Healthcare deployed PRIMEFLEX for SAP Landscapes and PRIMEFLEX for VMware vSphere to provide high-performing and scalable IT for improved medical care.

At a glance
Country: UAE
Industry: Healthcare
Website: vpshealth.com

Challenge
VPS Healthcare has grown both organically and through acquisitions, leading to numerous separate SAP platforms throughout the companies. It wanted to standardize on one central solution, increase efficiency and needed to find the right partner.

Solution
VPS Healthcare deployed FUJITSU Integrated System PRIMEFLEX for SAP Landscapes powered by FlexFrame Orchestrator® Management Software for SAP ERP and IS-Healthcare processes, and two FUJITSU Integrated System PRIMEFLEX for VMware vSphere for additional SAP sites, covering 5,000 users in 22 hospitals.

Benefit
- End-to-end Fujitsu solution comes pre-configured for easy installation
- 99.99% uptime ensures best patient treatment around the clock
- More responsive applications improve the user experience
- Consolidation of diversified SAP landscape into one operation and monitoring simplifies management

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Customer

VPS Healthcare provides integrated healthcare services in 22 operational hospitals, 125 medical centers, on-site, homecare & occupational health services, dental education, pharmaceutical manufacturing, healthy eating, patient concierge services, and retail pharmacies with 10,000 employees spread across the Middle East and India. Its comprehensive patient management reflects international quality standards, helping VPS to build a brand image of excellence in healthcare delivery in just 11 years.

Products and Services

- FUJITSU Integrated System PRIMEFLEX for SAP Landscapes powered by FlexFrame Orchestrator® Management Software
- FUJITSU Integrated System PRIMEFLEX for VMware vSphere
- FUJITSU Storage ETERNUS CS800 Data Protection Appliance

Consolidating multiple platforms

VPS Healthcare has grown through the acquisition of local independent hospitals, each of which typically had its own IT infrastructure, as well as the construction of entirely new sites. The company wanted to consolidate and standardize on SAP for 5,000 users across 22 of these hospitals in order to improve performance and, ultimately, patient care.

"Previously, our IT platforms were not connected and acted as standalone solutions, which led to performance issues and a lack of flexibility. We wanted to change that by initially centralizing on two SAP data centers, incl. DR over long-distance between Abu Dhabi and Dubai," explains Binu Jacob, Data Center Manager, VPS Healthcare. "The challenge was in finding the right and experienced partner to join us on this journey of digital transformation."

VPS Healthcare took a detailed look at its requirements and went to market in search of help. The organization shortlisted four potential partners but was struck by how almost every proposal depended on multiple suppliers.

"Most of the vendors couldn't give us every element of the solution, however, Fujitsu could provide an end-to-end SAP platform incorporating every component," adds Jacob. "Moreover, it came in at a competitive cost and was supported by a strong and local Fujitsu presence. That made it an easy decision to make."

VPS Healthcare was also keen to introduce a converged infrastructure for its SAP landscape that can scale easily as the company grows fast. Without clear visibility of how far the system might have to expand, building the architecture with a converged approach would ensure it could cope with further growth at optimal cost. Again, Fujitsu led the field with its PRIMEFLEX solution.

Introducing a scalable, centralized SAP solution

VPS Healthcare deployed PRIMEFLEX for SAP Landscapes as integrated SAP operation platform, which enabled the consolidation of several VPS Group SAP systems while delivering a high quality of service. The pre-integrated solution dynamically assigns servers to SAP applications on demand and can grow in small steps without unnecessary pre-investment, thus reducing installation and maintenance efforts dramatically.

"The installation was led by Fujitsu Middle East SAP team, supported by a specialist team from Global SAP team. The migration itself was performed remotely and done in such a way that it didn't disrupt operations," continues Jacob.

"The main modules we use are SAP ERP and SAP Patient Management (IS-H). Since the initial deployment, we have added two more Fujitsu SAP platforms in the region to serve more hospitals due to the success of the first."

These additional installations were built on the FUJITSU Integrated System PRIMEFLEX for VMware vSphere solution. In addition, VPS Healthcare deployed a FUJITSU Storage ETERNUS CS800 Data Protection Appliance, a turnkey, easy to operate backup-to-disk appliance, which provides leading data deduplication technology and supports all market-relevant backup suites.

"Because Fujitsu provides every aspect of the solution in one out-of-the-box solution, it makes deployment simple," says Jacob. "It also means that Fujitsu can deliver round the clock support should anything go wrong."

Improved performance and availability

VPS Healthcare has seen an increase in performance, with more responsive applications. The Fujitsu solutions also boast 99.99% uptime – a critical factor in an industry where lives are at stake. As a result, the standard of patient care has also improved.

"Better, faster information for doctors means a better service for patients. Doctors no longer have to wait for slow applications or download time-consuming updates, so they can spend more time treating patients and be more productive in general," comments Jacob. "Moreover, we have had zero downtime related to the hardware, which gives us peace of mind."

The Fujitsu PRIMEFLEX for SAP Landscapes and System PRIMEFLEX for VMware vSphere converged solutions are also inherently scalable, making it simple to add extra compute and/or storage independent of each other as demand grows. As more hospitals join the company, this allows them to come on-board easily and with minimal investment. Furthermore, by virtualizing, VPS Healthcare can provision new systems at the touch of a button, make them accessible from any device and manage or monitor them remotely.

"Fujitsu understood our situation and designed the best solution in accordance with our needs," concludes Jacob. "It is a great partnership and collaboration that has enabled the digital transformation of our company."

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Contact a representative at: marketing-india@ts.fujitsu.com