

HP BladeSystem helps Swedish health authority embrace unified messaging



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Jonas Lundqvist, Systems Engineer and Administrator, Landstinget Gävleborg

HP customer case study:

Microsoft Exchange Server 2007 on HP BladeSystem c-Class

Challenge:

- Migrate 8,000-plus healthcare workers to new communication and collaboration system without disrupting patient care or business systems in six hospitals.
- Build a highly secure design capable of supporting unified messaging, greater awareness of people’s availability, and e-mail support for staff working remotely or using mobile devices.
- Ensure value for money through a low total cost of ownership while providing new features for healthcare professionals to work smarter.
- Provide good support for business-critical platform to ensure availability 24/7.

Solution:

- Landstinget Gävleborg turned to HP Services to replace its outdated e-mail communications and collaboration infrastructure. It deployed Microsoft® Exchange Server 2007 running on seven HP ProLiant Blade BL460 c-Class servers.
- HP StorageWorks EVA5000 is used for storage and back up.
- Security is ensured with Microsoft Internet Security and Acceleration (ISA) Server 2006.

Results:

- Allows e-mail and calendar access for healthcare workers from any computer.
- Successful migration for up to 10,000 users achieved over one weekend with no disruption to business-critical systems.
- Better support and more features for key workers who use mobile devices or work from remote locations.
- Low total cost of ownership with greater availability and better security from virus attacks or malware.

Standfirst

Landstinget Gävleborg in eastern Sweden is responsible for supplying high-quality public services, including medical and dental care to 300,000 citizens living in an area two thirds the size of Belgium. The authority’s communication and collaboration system was not fit for purpose for its 8,000 healthcare employees because it was no longer supported by Microsoft®. By working with HP Services, the authority—one of 20 county councils in Sweden—has deployed Microsoft Exchange Server 2007. As a result, the authority has a more secure and reliable e-mail messaging service with unified messaging for its entire healthcare staff.

Challenge

Gävleborg county council acts as a health authority serving 17 communities and 300,000 citizens in an area stretching inland from the centre of Sweden’s east coast. Headquartered in Gävle, it manages primary healthcare and dental services for its widely dispersed communities in both urban and rural areas. The authority supports hospitals in Söderhamn, Gävle, Hudiksvall, Bollnäs, Sandviken, and Ljusdal.

By late 2006, the authority urgently needed a new and more secure messaging infrastructure because Microsoft Exchange Server version 5.5 was reaching the end of its support contract. The authority saw this as an opportunity to upgrade to a unified messaging solution with new hardware and enhanced software features, including better security and the flexibility to scale the system for more users. But Gävleborg also needed a cost-effective solution to replace its 32-bit Windows® operating system for up to 10,000 users. It had to meet the needs of mobile and remote workers as well as the desktop-based staff in its hospitals.

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Andreas Baxivanos, Solution Architect, HP Consulting and Integration Services

Jonas Lundqvist, Systems Engineer and Administrator, Landstinget Gävleborg, says: “We had a clear vision for our new e-mail system. First of all, it had to be completely reliable and stable. Secondly, we wanted staff to receive e-mail on their mobile devices and synchronize their mobile devices with their mailboxes. Above all, we wanted a seamless migration in a ‘big bang’ approach because our hospitals work round the clock to serve the needs of patients and our communities.”

HP had been working with the health authority for 15 years and so it was natural to seek advice from its business partner. Landstinget Gävleborg needed the new technology to manage different communities of users, most of whom could use a Web-based client for e-mail messaging. The 10 per cent of staff that used laptops or mobile devices would require a wider range of e-mail messaging features.

Solution

With the end of support rapidly approaching, Lundqvist wanted to migrate to the latest e-mail and scheduling technology as quickly as possible. He had a number of options, including Lotus Notes and open source. After carefully considering these technologies, the authority opted for Microsoft Exchange Server 2007 on HP hardware. Says Lundqvist: “We’d been working with HP as our hardware and consultancy vendor for 15 years. It had always delivered in the past and we were confident it would deliver in the future.”

HP took a systematic, carefully-staged approach. Andreas Baxivanos, Solution Architect, HP Consulting and Integration Services, explains: “The major challenge during installation of Exchange Server 2007 was to ensure minimum disruption to the day-to-day work of every single employee. So we followed a strict project plan beginning with a high-level design, followed by a more in-depth design phase lasting seven weeks.”

By March 2007, the HP team had completed a proof of concept and launched a phased pilot program starting with 15 people. “By the time we had 250 people involved, we were confident that the process was secure and would scale to involve all users,” says Lundqvist.

Critical to the migration’s success was Quest Exchange Migration Wizard 4.0, an application specifically designed for migrating from Exchange Server 5.5-based environments to Exchange Server 2007. Users are completely unaware of the change until they switch into the new e-mail environment, which entirely replicates their folders, diaries, and other important information.

The completed solution comprises Exchange Server 2007 and Windows Server® 2003 Enterprise x64 Edition operating system running on seven HP ProLiant Blade BL460 c-Class servers. HP StorageWorks EVA5000 is used for storage and back up. In addition, technology is used to push mail to Windows Mobile® phones used by about 400 employees. Hardware and software are stored in two data centers at separate locations for security and disaster recovery.

When it comes to client devices, the hospitals opted for Microsoft Office Outlook® Web Access, which can be used by the majority of employees from about 5,000 desktop computers. Around 300 users have laptops running Microsoft Office Outlook 2007. In addition, there are about 1,000 thin-client devices for health authority workers outside the hospitals who gain access via Terminal Services. Security is ensured with Microsoft Internet Security and Acceleration (ISA) Server 2006. All 10,000 mailboxes were successfully migrated during one weekend in June 2007.



Results

Big bang roll out by HP Services ensures continuity of care

Gävleborg wanted peace of mind about the continuity of support for its business-critical healthcare systems during any migration. HP Services, with its experience of large-scale implementations of communications technology, ensured a seamless and trouble-free migration by testing and piloting its design and architecture and then by implementing it with Quest Exchange Migration Wizard 4.0. Lundqvist says: "This was a key ingredient of our success. Microsoft doesn't provide tools to support a migration from Exchange Server 5.5—it was the Quest Exchange Migration Wizard that made it possible to complete the whole project seamlessly over one weekend."

Reliable and cost-effective unified communications platform

The robust Exchange Server 2007 infrastructure—built on ProLiant servers and Windows Server 2003—improved the reliability and cost effectiveness of this vital messaging platform. Lundqvist says: "In addition to improving communication efficiency, achieving greater productivity, and streamlining collaboration, we wanted to enhance return on investment. "The architecture proposed by HP Services resulted in lower licensing costs overall, because laptop and mobile users could be provided with advanced features for e-mail management while most desktop users took advantage of Web-based clients.

IT team freed to focus on higher value work

Without the burden of cost and employee time in supporting an out-of-date messaging system, the 40-strong IT team is now free to focus on higher value work with the benefit of support from HP Services and its business relationship with Microsoft. "HP has provided us with excellent support but we have also been impressed with the stability of Exchange Server 2007," says Lundqvist. "Calls to the helpdesk have been significantly reduced and the platform ensures maximum availability at all times."

Collaboration improves among healthcare professionals

The Microsoft Exchange Server 2007 platform has opened up new horizons in collaborative working for healthcare professionals, especially through showing people's availability based on their calendar, which is a built-in feature of the technology. Lundqvist says: "With Exchange Server 2007, it is much easier to see whether a colleague is busy or not, which has greatly improved communication and productivity for healthcare workers."



Customer solution at a glance

Industry sector:

Public sector

Name:

Landstinget Gävleborg

Headquarters:

Gävle

Why HP?

- Reliable business partner over 15 years
- Proven expertise in business-critical migrations
- Excellent support and highly secure design

Services

HP Consulting and Integration Services for design and implementation services

- Proof of concept
- Pilot
- Migration

Software

Microsoft Exchange Server 2007

Microsoft Windows Server 2003 Enterprise x64 Edition

Microsoft Office Outlook 2007

Microsoft SQL Server 2005

Microsoft Internet Security and Acceleration Server 2006

Hardware

- HP BladeSystem c-Class

Partners

- Microsoft

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