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The Client

MDeverywhere is the leader in physician revenue cycle management. Founded in 1995 they currently serve over 2,500 physicians nationwide. Their clients include solo practices, group practices and large faculty practices in over 60 different specialties.

The Business Challenge

Rapid growth of their business and the network that supports it had created some server sprawl which was starting to become costly. MDeverywhere had been careful to co-locate its servers at a hosting facility to control costs, but they were now adding up to five physical servers per year. Realizing there were better and more cost-effective alternatives available they reached out to their network partner, LAN Associates, for advice. LAN Associates recommended that MDeverywhere would greatly benefit from transitioning to a VMware implementation for their servers to reduce the number of devices being maintained and achieve new economies of scale.

LAN Associates' Solution

LAN Associates worked closely with Dan Shochet, Director of Information Systems at MDeverywhere, to educate the management team on the technology of virtualization and how it would benefit their organization. LAN Associates conducted a thorough examination of the current state and growing requirements of MDeverywhere's infrastructure using the VMware capacity planner to identify good candidates for virtualization, the number of host servers needed and the specifications for those host servers. The initial analysis showed that, conservatively, 31 of their production servers could be consolidated onto 5 hosted servers.

Return on Investment and Other Benefits

“The savings available in operating expenses, including power, cooling, physical plant and maintenance constituted a compelling financial justification for the move to virtualization,” explains Mr. Shochet. “I knew that virtualization gave us some additional features, flexibility and fault tolerance. It also delivered a reduction in physical footprint, which resulted in savings in power consumption, support costs, space & power in the co-location hosting facility. The initial cost analysis showed that savings in data center fees alone would nearly equal the cost of the project spread over three years.”

Shochet continued, “The things we're able to do now are outstanding:”

- “We provide Software as a Service to our customers (SaaS) so we have an internally developed suite. One of the biggest benefits is the ability to instantly create test environments. We don't have to buy hardware or identify rackspace.”
- “The management of the hardware environments - In a physical environment if a server hangs that would require a physical reboot, so someone would have to go to the server. In our new environment I can hit the “virtual” button and do a “soft” reboot.”
- “The ability to copy a server instantly. We have redundant server farms providing terminal or web services. I can copy one, do the Windows reidentification and I have another server that has everything I need on it. No worry about ghosting or any of the other third party duplication methods.”



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- "One big selling point we can now use with our clients is that I can backup my VMware files and keep them stored on disk. Even though we have a category 4 hurricane and ballistic data center, if there were a catastrophe we can be back up and running in any datacenter that offers VMware hosting no more than a day after."
- "We were going to ship some servers to our operations center in India. Now we're considering just sending the virtual server on a DVD instead. Which has less risk of damage in transit, a server or a DVD?"
- "The seamless integration with our SAN environment is also very nice. As we move to a tiered storage structure I can move servers or disks to different servers amongst different SANs all within VMware management, completely non-destructive and on the fly while processing live data."
- Commenting on their increase in efficiency and reduced data center requirements, Shochet pointed out that "Our hosted data center changed their pricing model once they learned we were virtualized."

On the Relationship with LAN Associates

Dan Shochet points out that he had an ongoing relationship with LAN Associates from a position he held prior to joining MDeverywhere. It was while there that LAN Associates first introduced him to the benefits of virtualization. When asked to describe them as his technology partner, Shochet responded, "Outstanding. They are 'set it and forget it.' I trust them to keep me updated at each checkpoint so I never had to worry about the progress of the project."

Comparing LAN Associates to other solution providers, Shochet pointed out that "They were willing to be more flexible. They didn't push their project plan and timeline on me. We're a multi-time-zone operation resulting in very odd downtime requirements. They worked within what I gave them. And their closed-end pricing is very good for budgeting. I know in advance what the total investment is going to be."

"I would definitely recommend LAN Associates. This type of VMware integration is something their team has done many times. I know and trust them and know that they'll always make things right. Set it and forget it. When I bring in a team I want the project in their hands and that's what I got with LAN Associates."

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About LAN Associates

Headquartered in New York, LAN Associates is a leading network systems integration firm designing, delivering, and supporting highly reliable networked computing solutions to clients in New York, Newark NJ, North Carolina, and Washington DC. LAN Associates has been implementing mixed-platform networking systems, focusing exclusively on helping professional corporations to improve productivity, manage sensitive information, and reduce operating costs through technology since 1986. Additional information is available at www.lanassociates.com.

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