The Vancouver Coastal Health Authority (Vancouver Coastal Health, VCH) is responsible for the delivery of $2.8 billion in a full range of community, hospital and residential health care services to over one million people in Vancouver and the coastal mountain communities of British Columbia (a geographic area covering nearly 59,000 km). Throughout VCH, more than 20,000 staff and 5,000 volunteers work to serve fully one-quarter of the province’s population. The authority’s 556 locations in 17 municipalities and regional districts take up over 12 million square feet of space and makes Vancouver Coastal Health the largest health authority in the province of British Columbia.

Continuing growth meant that Vancouver Coastal Health was planning to virtualize more I/O intensive applications but they were concerned about operational capacity and performance, particularly as prior attempts at managing virtualization had shown inconsistent results. In implementing a virtualized data center, Long View and technology partner Akorri first examined the business impact of more pervasive virtualization in order to tailor a strategy following industry best practices and uniquely designed to manage technologies (such as VMware ESX 3.5i) being used to develop VCH’s IT infrastructure.

Ultimately, Long View chose to implement Akorri’s flagship product - BalancePoint™. BalancePoint is an agent-less performance management solution built to ensure the success of a company’s data center virtualization and consolidation efforts. Using BalancePoint, Vancouver Coastal Health was able to continually increase the density of its virtualized data center while improving storage utilization and maintaining application performance and optimal service levels.

“We looked for management solutions with cross-domain knowledge between virtualization, physical servers and storage, and found only BalancePoint,” said Ben Haley, Regional Supervisor, Information Management Information Systems, Vancouver Coastal Health – Providence Health Care.

SOLUTION OVERVIEW
- VMware powered virtualization
- Akorri BalancePoint software

BENEFITS
- Cross-domain performance management & monitoring
- Improved application virtualization performance
- Improved storage utilization and capacity planning
- Improved VMware density per server and per disk array
- Advanced analytics promote better management decisions
- Improved efficiency of IT resources resulting in lower energy costs and output
- Sustainable infrastructure capable of keeping pace with rapid growth
**BUSINESS RESULTS & BENEFITS**

Using BalancePoint allowed VCH to strengthen their data center in order to ensure the continued success of their virtualization initiative. Improved infrastructure assists Vancouver Coastal Health in maintaining optimum service levels. Aside from addressing storage capacity and application performance issues, BalancePoint provides the flexibility needed to plan for future data center needs. It uses advanced analytics so IT and business managers can understand how well IT resources are performing, optimize server and storage resource utilization, and reduce IT infrastructure costs by using servers and storage more efficiently, all while managing the environment with fewer people.

“We are thrilled we were able to give Vancouver Coastal Health the tool it needed through Akorri BalancePoint to help ensure high performance in its virtualized environment,” said Dan Sottile, Senior Vice President, Marketing & Business Development of Long View Systems. “We are committed to ensuring clients get the best solution for their needs, and have complete confidence that Akorri provides this solution.”

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Vancouver Coastal Health - Providence Health Care

“As a government agency, Vancouver Coastal Health has to ensure operational excellence with its IT infrastructure choices,” said Tom Joyce, President and CEO of Akorri. “With BalancePoint, they have made the best possible investment to maintain this level of service and also support important data center efforts such as ITIL and Green IT.”

**SOLUTION PARTNERS**

ABOUT LONG VIEW

Long View Systems is an IT Services and Solutions organization with over 600 technical consultants across North America. Long View provides clients with the best IT people and offers complete solutions focused around IT infrastructure, user support and technology procurement. For more information, visit www.longviewsystems.com

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