

Investing in the right technology to save children's lives

Phoenix Children's relies on Dell PowerScale and Dell ECS to ensure doctors and nurses have vital healthcare information.



Business needs

To provide healthcare services to kids in the Phoenix area and across Arizona, Phoenix Children's counts on innovative technology solutions to deliver high performance and remain available and dependable 24x7, while ensuring that providers, administrative staff, researchers and students always have access to critical information.

Business results

- 50% cost savings over other technology solutions considered.
- Enables inexpensive archiving of rapidly expanding volumes of data.
- Sensitive data is 100% on premises and fully controlled in private cloud.
- Offers peace of mind that information is safeguarded against cyber threats.
- Ensures the right performance across a variety of environments.

Customer profile



Healthcare | United States



"Dell Technologies solutions provide our doctors and nurses information 24x7, without fail, for the best possible clinical care for our kids."

Theodore Fotias

Vice President of IT Infrastructure,
Phoenix Children's

Solutions at a glance

- [Dell PowerScale](#)
- [Dell ECS](#)
- [Dell PowerProtect Cyber Recovery](#)

Phoenix Children's is one of the nation's largest pediatric health systems. It includes two Phoenix-area children's hospitals, four pediatric specialty and urgent care centers, 11 community pediatric practices, outpatient clinics and more — all providing world-class care, innovative research and medical education for more than 35 years.

Investing in the right technology is critical for Phoenix Children's. Budgets are always tight. But the kids need — and deserve — the best care possible.

"Dell Technologies solutions provide our doctors and nurses information 24x7, without fail, for the best possible clinical care for our kids," says Theodore Fotias, vice president of IT infrastructure at Phoenix Children's. "Our goal is to deploy the best technology solutions in a cost-effective way to ensure that providers, researchers and students always have what they need."

Innovative cloud-tiering strategy

Dell Technologies offers a comprehensive portfolio of simple-to-manage, future-proofed storage solutions, which Fotias says his team uses for "every application and workload."

Dell PowerScale holds all the live data — electronic medical records, medical images, emails and even security videos within Phoenix Children's VMware virtualized environment. This information is essential for the day-to-day operations and care of the hospital system's young patients, and has to be immediately available at all times. PowerScale provides the high availability, reliability and performance to meet Phoenix Children's needs.

Most of this data is stored on PowerScale nodes for 30 days. Then, when it's ready to be archived, it's moved over to the Dell ECS platform, as part of the hospital system's innovative cloud-tiering strategy.

"Dell ECS is our private cloud," Fotias explains. "The data is 100% on premises and in our control. We don't have to worry about extracting data from a public cloud. Plus, we get at least a 50% cost savings over everything we compared."

Phoenix Children's relies on the combination of ECS and PowerScale to obtain high performance, while consolidating data across its environments — providing easy access for doctors, nurses and administrative staff through a single pane of glass in one view. This was especially important when a large percentage of the workforce was remote.

"Investing in the right technology for Phoenix Children's is critical because we're helping to save kids' lives," relates Fotias. "Everything needs to be continuously available, one hundred percent of the time."



"Dell ECS is our private cloud. The data is 100% on premises and in our control. Plus, we get at least a 50% cost savings over everything we compared."

Theodore Fotias

Vice President of IT Infrastructure,
Phoenix Children's



ECS and PowerScale are also vital in serving the needs of the system's nationally known research team and providing top-flight educational support for students such as nursing candidates from Arizona State University and medical residents from the University of Arizona.

"For example, when we're conducting innovative genomics research, our team analyzes data stored on PowerScale and our ECS platform," Fotias comments. "We've also used the platforms to analyze medication in a study to help doctors identify issues and adjust prescriptions to best serve patients going forward. With all the data that we're archiving in ECS, it's the storage environment we expect to grow the most from year to year."

Cost-effective performance

Phoenix Children's innovative solution connects PowerScale directly to servers to optimize performance and cost-effectiveness. For example, with one neurodiagnostics exotech system, the hospital uses a file-sharing protocol to connect workstations directly to PowerScale to access and analyze live data. Then, once this analysis is complete, the information can be moved to ECS for archiving.

This eliminates a single point of failure and enables the hospital system to reduce its use of more expensive storage by 40–80TB. It also helps analysts be more efficient — reducing staffing needs and expenses.

"The way our solution is designed, we're able to ensure that we have the right technology with the right performance and efficiencies before data is moved to long-term storage," remarks Fotias. "Our goal is to deliver the responsiveness our providers need while saving money, so we can invest in equipment or devices that can save a child's life. Dell Technologies helps make this possible."

Keeping cyber security top of mind

With cyberattacks such as ransomware targeting healthcare organizations more frequently, cyber security using ECS, PowerScale and Dell PowerProtect Cyber Recovery with its air-gapped vault is a priority for Phoenix Children's.



"Our goal is to...invest in equipment or devices that can save a child's life. Dell Technologies helps make this possible."

Theodore Fotias

Vice President of IT Infrastructure,
Phoenix Children's



“With all the data that we’re archiving in ECS, it’s the storage environment we expect to grow the most from year to year.”

Theodore Fotias

Vice President of IT Infrastructure,
Phoenix Children's

“We have our own cyber security team that monitors our IT infrastructure,” Fotias states. “But we’re currently working with Dell Technologies to further strengthen our environment so it’s as secure as possible against cyber threats.”

He continues, “Our partnership with Dell Technologies gives us a single resource with a broad portfolio, from the desktop to the data center. This provides the support we need day-to-day and into the future.”

Contact a Dell Technologies Solutions Expert

Learn more about Dell Technologies solutions



Connect
on social

