

**WHO:**

DAS Health, a SaaS-based
Electronic Health Records
(EHR) provider

CHALLENGES:

Application performance,
costs, data growth, suffering
customer satisfaction

IT ENVIROMENT:

Practice management (PM) and
(EHR) software, SQL Server R2,
300+ DBs, RAID 5 storage

SOLUTION:

Kaminario K2 All-flash
Storage Array

BENEFITS:

- Page refresh down to
-2 seconds from 11
- IO speeds increased by 70%

Speed Matters.

Increased storage performance boosts
doctor satisfaction and patient care.

Executive Summary

As a provider of SaaS-based Electronic Health Records (EHR) support to small medical practices, DAS Health needed assured application performance for their physician-customers. But slow system responses and 11-second image loads were causing dissatisfaction and complaints. With the help of a Kaminario K2 all-flash storage array, DAS Health increased IO speeds by 70 percent and reduced refresh to near immediate. Customer satisfaction quickly improved and prospects for business growth expanded.

Company Overview

DAS Health has a vision to improve the healthcare experience by streamlining and reinvigorating the practice of medicine. They do it by providing physicians with resources that will help increase provider profitability, remove obstacles, and help them successfully navigate the future of healthcare. Supporting independent physician practices, DAS Health provides practice management and Electronic Health Records software as a service (SaaS). It streamlines workflows, increases efficiencies and protects earnings while improving productivity and profitability. Most importantly, DAS Health helps enable delivery of superior care to patients.

"In our business, it is customer satisfaction that matters.
Kaminario enabled us to deliver lightning-fast performance
to our customers: physicians serving their patients."

David Schlaifer, President and Chief Executive Office, DAS Health



Attention turned to other potential performance bottlenecks including IO flow. What they found was significant IO latency between their servers and storage. Data just was not moving off the disks fast enough.

The Challenge

DAS Health was growing. But, as they added more physicians, their SaaS application grew in complexity. Increased demands caused performance bottlenecks. So, with the help of Soaring Eagle Consulting, they fine-tuned SQL server loads and improved performance by 30 percent. But it wasn't good enough. Physicians were still waiting 10-12 seconds for patient records to refresh. The delays stretched appointment times and meant fewer patients could be seen each day. Their doctors were impatient and unhappy.

Examining Options

DAS Health needed a solution quickly. Their SaaS customers were feeling the performance pain now. They relied on the experience and expertise of their consultant Soaring Eagle to find the best solution. To resolve the remaining performance problems Soaring Eagle recommended flash storage. Kaminario was considered along with one other vendor, who was quickly eliminated based on poor responsiveness and high price.

"Kaminario very easy to deal with. Another vendor had demanded a lot of complicated paperwork which made rapid progress damn near impossible, and their pricing was way out of line. Kaminario responded quickly; their solution was easy to understand, and pricing is competitive."

David Schlaifer, President and Chief Executive Office, DAS Health

IMMEDIATE BENEFITS

The positive impact on customer satisfaction was immediate. On Monday after the system upgrade, excited customers began calling to say how much faster their systems were working.

- Performance turned from a bottleneck to a service selling point.
- Page refresh down from 11 to 2 seconds
- IO speeds increased by 70%
- Customer satisfaction improved and prospects for business growth expanded

The Solution

Soaring Eagle worked with the local Kaminario team to bring in Kaminario's SSD all-flash array solution in a matter of days. They began on a weekend, moving just a portion of DAS Health customers to Kaminario storage, and saw IO bottlenecks immediately eliminated. The transition moved smoothly, and performance improved dramatically, and all DAS Health customers were transitioned in that single weekend.

Continuing to monitor complete system performance, Soaring Eagle observed that memory thrashing was preventing the SQL R2 server from achieving peak efficiency. The allotted memory was not enough to handle the enlarged workloads. So, with an upgrade to SQL 2012, more memory was added, and queue length dropped to virtually nothing.

“Results were instantaneous. IO improved, and performance was lightning fast. We saw a direct and positive impact on physician satisfaction”

David Schlaifer, President and Chief Executive Office, DAS Health

What's Next?

With wait times eliminated, performance has now become a selling point. Kaminario has provided an easy and predictable path for future storage growth. That helps DAS Health better manage Electronic Health Records so doctors can focus on patients, not IT.

At the same time, DAS Health staff are freed from answering customer complaints and can become more active in growing the business. They plan to expand customized solutions and even look at potential acquisitions. Clearly, speed matters.



Contact

Contact a business development representative to answer any questions you may have.



Schedule a Demo

Schedule a demo with an engineer and learn if Kaminario's solution works for you.



Request a Quote

Request a quote for your application from our business development team.

About Kaminario

Kaminario makes the all-flash data center a reality with storage solutions that get businesses from now to next. The K2 all-flash array is built to scale up, out, and forward just like our customers' businesses. With a highly flexible software-defined architecture that fully leverages the economics of commodity hardware, the K2 delivers much needed predictability for the unpredictable world of the modern data center. Kaminario is headquartered in Needham, MA with offices in Israel and the U.K. and an extensive network of resellers and distributors.

For more information, visit www.kaminario.com and follow us on Twitter @KaminarioFlash.

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