

Healthcare

Overview

Healthcare providers face many of the same challenges as most corporations. Many healthcare providers are geographically dispersed, leading to problems commonly associated with distributed IT infrastructures – including poor application performance over the WAN, remote servers that are costly to maintain, and difficulties backing up and securing data.

But healthcare providers also face their own unique challenges. They need to adopt electronic healthcare records (EHRs) while controlling costs. Regulations such as HIPAA provide an added layer of complexity. Furthermore, critical medical files and images are being shared between locations. Given these unique circumstances, WAN optimization is crucial for many healthcare organizations.

Here are a few examples of how our healthcare customers have used Riverbed solutions to:

- Enable IT consolidation to the data center
- Accelerate key applications such as PACS and access to patient records
- Reduce bandwidth costs

Healthcare Provider Improves File Transfer Time by 7x

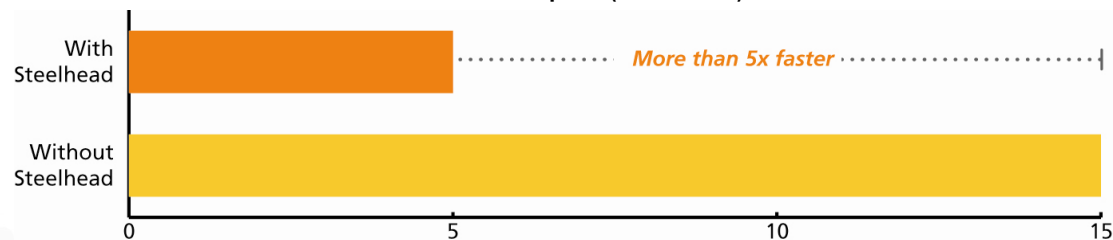
Challenge

A quickly expanding healthcare provider that serves 1.3 million people and has grown 300 percent over the last five years was experiencing performance issues due to the rapid growth of data and applications. Key applications including MS SQL-based health care applications, Web applications, and Microsoft Exchange were slow over the WAN.

Benefits

After deploying Riverbed Steelhead appliances, the file transfer times went down from 15 minutes to two minutes, and bandwidth utilization decreased from 90 percent to 30 percent. The healthcare provider was able to avoid a planned network upgrade, meet its' IT business continuity goals, and achieve ROI in less than six months based on bandwidth savings alone.

Email Attachment Download Time – Time to Complete (in seconds)



Nonprofit Hospice Provider Increases Upload Times by 4x

Challenge

A non-profit provider of hospice and palliative care wanted to increase access to its' Sun Coast application, a patient care data base. They realized that a WAN optimization solution was needed for mobile administrators to effectively enter data in real-time while visiting patients.

Benefits

The company deployed four Riverbed Steelhead appliances at regional locations to defer bandwidth upgrades and Steelhead Mobile software for 170 remote workers. The company accelerated applications by 4x and enabled mobile administrators to access the newest Sun Coast data remotely. "Riverbed makes our administrators more efficient. Today, administrators can update their laptops at home before they make client visits. We can see more clients and reduce travel costs," said the company's CIO. The company was also able to avoid a bandwidth upgrade for remote offices.

Large Hospital Reduces Backup Window Times from Days to Hours

Challenge

At a 100-location hospital that serves millions of patients, varying bandwidth capacity, latency and slow backup window times hampered performance of key clinical systems. In its search for a WAN-optimization solution, the 44,000-employee company tested Riverbed and Cisco, and chose Riverbed due to the ease-of-deployment and low TCO.

Benefits

30 Steelhead appliances were deployed, and the hospital plans to install more in the near future. "When we look at the performance gains combined with the total cost of ownership and straightforward deployment model, it became evident that Riverbed surpassed other solutions on the market. Most importantly to us, the net result has been improved clinician satisfaction and improved patient services," said the hospital's Vice President of Technical Services. The hospital's back-up data window was reduced from days down to hours.

Large Hospital Management Company Reduces Bandwidth Costs by 33 Percent

Challenge

The third largest hospital management company on the east coast wanted to consolidate its data center environment and migrate to web-enabled database operations for its 30,000 employees.

Benefits

The company deployed Steelhead appliances in eight locations, and they plan to install more in the future. Data center consolidation was achieved with drastically improved transactional performance for database operations. By optimizing their existing WAN infrastructure and deferring circuit upgrades, the company saved 33 percent in annual bandwidth costs. "Without the Steelheads, we would have had to triple our spending on WAN links," said the company's Senior Network Coordinator. The company is also benefiting from improved customer satisfaction and reduced wait times for health delivery services.

Without the Steelheads, we would have had to triple our spending on WAN links," — Senior Network Coordinator, large hospital management company

Riverbed Steelhead Products Speed Transfer of Medical Images at Large Regional Hospital

Challenge

At a regional Illinois hospital with ten sites across the state, medical images such as MRIs took up to 20 minutes to download over low-speed lines, which was difficult for physicians. Limited bandwidth was available due to the hospital's unique location in the middle of three different local access and transport areas (LATAs), and medical images and other applications led to saturated bandwidth.

Results/Benefits

After researching possible solutions, the company chose Riverbed. “Riverbed really stood out from a technical perspective. We weren’t sure that the Cisco solution would actually give us the bang for the buck we needed,” said the CTO and Director of Information Technology. After the hospital deployed four Steelhead appliances at remote locations, physicians were impressed with the new technology that enabled them to download MRIs in just one to two minutes and access centralized files 18x faster. The hospital experienced a 96 percent bandwidth reduction and an ROI in only four months, and also benefited from not having to upgrade bandwidth in their remote offices.

“Riverbed really stood out because from a technical perspective... We weren’t sure that the Cisco solution would actually give us the bang for the buck we needed.” — Regional Illinois hospital, CTO and Director of Information Technology

About Riverbed

Riverbed Technology is the IT infrastructure performance company. The Riverbed family of wide area network (WAN) optimization solutions liberates businesses from common IT constraints by increasing application performance, enabling consolidation, and providing enterprise-wide network and application visibility – all while eliminating the need to increase bandwidth, storage or servers. Thousands of companies with distributed operations use Riverbed to make their IT infrastructure faster, less expensive and more responsive. Additional information about Riverbed (NASDAQ: RVBD) is available at www.riverbed.com



Riverbed Technology, Inc.

199 Fremont Street
San Francisco, CA 94105
Tel: (415) 247-8800
www.riverbed.com

Riverbed Technology Ltd.

Farley Hall, London Rd., Level 2
Binfield
Bracknell, Berks RG42 4EU
Tel: +44 1344 354910

Riverbed Technology Pte. Ltd.

391A Orchard Road #22-06/10
Ngee Ann City Tower A
Singapore 238873
Tel: +65 6508-7400

Riverbed Technology K.K.

Shiba-Koen Plaza, Bldg. 9F
3-6-9, Shiba, Minato-ku
Tokyo, Japan 105-0014
Tel: +81 3 5419 1990