



UPDATING AIX AND DB2 IN 150 HOSPITALS

CHALLENGE

A major supplier of software to hospitals needed to perform updates to their IBM AIX operating system, DB2 LUW databases and Microsoft Windows client software in 150 hospitals. The updates required outages and downtimes of up to 18 hours. The servers involved were a mix of obsolete, old and newer hardware that needed to be evaluated in order to determine its fitness for updating. The software for the OS and databases were older and also needed to be evaluated. Both the hardware and software often needed modification before proceeding with the updates. Planning and scheduling were critical to reduce downtime for the hospitals.

SOLUTION

XTIVIA helped plan the effort, perform the OS and database updates as well as provided post-update support. Planning was complicated by the need to perform updates “off hours” for the hospitals. XTIVIA managed and scheduled its staff for nights and weekends to make sure all the hospitals’ updates were performed with minimal disruption. Completing as many as 15 updates a week, XTIVIA was able to make sure the project stayed on schedule.

Think about the difficulties of scheduling downtime in any hospital environment - management information systems are critical to providing quality care in all operational scenarios. XTIVIA stayed within the scheduled downtime windows and, depending on the type of issues encountered, had plans in place to make sure either the previous system could be restored or the newly upgraded systems were ready to implement. Due to a varied collection of hardware, software, firmware versions, attached accessories, and staff skills at each hospital, each environment had to be examined prior to every upgrade. Therefore, custom plans were made every time to ensure the updates would not interfere with hospital activities outside of the maintenance window. XTIVIA also aided each hospital by providing post-upgrade support as required and helped troubleshoot database, AIX operating system issues as well as performance problems.

RESULTS

Updating AIX, DB2 LUW and client workstation software on this scale required careful planning and execution. Incorrectly installed updates would have incurred a large cost to the hospitals. XTIVIA used their team’s extensive experience in technology to make the updates as painless as possible for the hospitals, as well as the client, the software vendor. The project was a success, and the hospitals now have a more robust system with minimal disruption and the software vendor has a trusted partner.

XTIVIA OVERVIEW

Since 1992, XTIVIA has established a proven, global reputation as a company delivering cutting-edge professional solutions to our clients’ specific requirements, regardless of the complexity of the projects. XTIVIA’s success has stemmed from a proven ability to deliver quality professional services, allowing the client to leverage technology successfully, competitively, and profitably. XTIVIA has received additional awards this year from Liferay, CIO Review and Inc. 5000. XTIVIA has offices in Colorado, New York, New Jersey, Missouri and Texas.

DATABASE OVERVIEW

XTIVIA is at the forefront of a new generation of information technology services companies focused on value, speed of delivery and high-performance technology solutions. We combine people, business process and advanced technology in a comprehensive set of IT services.

Our database management team is comprised of seasoned professionals who possess the business background, project management experience and technology expertise to deliver business-critical technology solutions. These solutions include a variety of platforms, devices and networks, including integration with legacy systems, development of business applications and web-based functionality.

XTIVIA’s database services can be customized to meet the unique needs of your business. Our knowledgeable staff of database experts is available for long-term or short-term assignments to meet your database needs.