Why Polar Systems?

Oregon's Health CO-OP is a commercial nonprofit 501 (c) (29) health plan -- one of 24 not-for profit consumer owned and operated plans, enabled under the 2010 Affordable Care Act. Oregon's Health CO-OP (OHC) believes and stands for healthy communities, serving Oregon residents in all 36 counties.

👎 Problem

In August 2014, Oregon's Health CO-OP sent out an RFP looking for a provider that could help guide and build their new IT infrastructure as they separated from their Third Party Administrator (TPA). The RFP stated that the contractor was to provide and manage all network operations including: storage, disaster recovery and business continuity, connectivity to the desktop and shared local and remote resources. The new provider would also be responsible for the entire technical environment, including front end computing. The greatest challenge in the separation of OHC from their TPA was the tight timeline of the division. The contract wouldn't start until September 5, 2014, and OHC needed to be moved into their new offices by October 31, 2014. However, the entire infrastructure needed to be up and running within 24 hours of the scheduled move.

✓ Result

Polar Systems and the Oregon's Health CO-OP team have forged a trusted partnership, and OHC now has its own fully comprehensive IT infrastructure. The newly designed infrastructure nearly mirrors the environment and performance characteristics that they once had in a shared environment, but now stands on its own. OHC also signed as a PolarStar Managed Services client giving them unlimited support through Polar's world class help desk, and OHC's very own Virtual CIO (vCIO).

👍 Solution

Polar Systems responded in full force. A highly available, flexible, secure and scalable network was proposed that could be implemented within the time line required. Polar Systems put a plan together that would move OHC from a shared environment to an environment that OHC could build upon for many years. The new infrastructure was designed to allow for flexibility and scalability as the organization evolves. The solution included a small fully redundant vSphere and Equallogic SAN infrastructure which allowed Polar to "pick up" the seven existing virtual servers and "drop" them into the new infrastructure. This approach allowed all of OHC's configurations, applications and data to remain intact. Polar was able to pre-configure the new virtual infrastructure and network gear at the new location in preparation for the move. Several test migrations were performed prior to the move to ensure the deadline could be met as there was roughly 2TB of data to be moved. The actual move was accomplished over a weekend and the infrastructure was ready for business the following Monday morning. Understanding that communication is the key to any successful project, OHC was informed every step of the way keeping the transition smooth and painless.

> "Not only did Polar Systems meet our tight cut-over time line, they did so with ease. The engineers involved documented our infrastructure, converted us over to their management platform and got us up and running despite the chaos of moving from one location to another."
> *~OHC's Executive Assistant Karla Tupper*