

Healthcare Company Builds Data Center for the Future

Cisco Services helps Molina Healthcare consolidate data centers to achieve savings, efficiency, and competitive advantage.



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Challenges

Since 1980, Molina Healthcare has been a leader in arranging delivery of healthcare services to people eligible for Medicaid, Medicare, and other government-sponsored programs. The company provides healthcare assistance to approximately 1.4 million members through licensed health plan subsidiaries in nine states and also provides primary care through clinics in California and Virginia through Molina Medical. Molina is pursuing a growth and diversification strategy, placing new demands on the company's existing data centers, which deliver IT services to employees across approximately 10 states.

To meet the challenges of growth and prepare for delivering new services in the future, Molina recently built a data center in New Mexico. Part of a plan to consolidate operations from five data centers to one, the new data center encompasses 20,000 square feet and houses 300–400 physical machines, 700–800 operating instances, and four storage area networks. Through the initial planning phases, there were a number of business priorities that influenced the data center design and functionality. First, Molina wanted to facilitate collaboration among employees across the organization. The company's main routing and switching infrastructure was already built on Cisco equipment, and it planned to expand its current Cisco® Unified Communications solutions to include new capabilities, such as instant messaging, Cisco WebEx®, and Cisco TelePresence™.

Second, the data center was planned so that it could achieve gold certification from the Leadership in Energy and Environmental Design (LEED) Green Building Rating System, while supporting redundancy, business continuity objectives, and the company's anticipated growth. Finally, Molina planned to expand its virtualized server environment from 66 to 90 percent virtualization and to prepare for cloud computing solutions in the future.

EXECUTIVE SUMMARY
MOLINA HEALTHCARE, INC. · Industry: Healthcare · Location: United States
CHALLENGES · Deploy data center to support business transformation · Support rapid growth and increase efficiency · Expand collaboration capabilities efficiently
SOLUTIONS · Cisco Services for planning, design, data center migration, security, and implementation · Cisco Nexus switches and Cisco Unified Computing System · Cisco collaboration solutions
RESULTS · Help reduce data center circuit, energy, and facility costs · Greatly simplify data center management · On track to complete consolidation and migration on time and within budget

"A new data center presents an opportunity to create a brand new network that maximizes the latest capabilities of today's technology," says Amir Desai, Molina's chief information officer. "It is instrumental to supporting our growth without having to continually retrofit our data centers."

Molina's IT team is highly accomplished, but the company sought assistance to implement its new data center, manage the migration, and make the new data center fully operational. The company chose Cisco Services as its implementation partner.

“Cisco Services understands the technology and the business processes that are critical to Molina Healthcare and how bringing together the right set of products with the right set of services can lead to meaningful improvements in our environment. Cisco Services helped define an architectural vision for Molina Healthcare that is critical to the entire operation.”

– Amir Desai, Chief Information officer, Molina Healthcare

“We chose Cisco Services to provide us with not only guidance, but also best practices to help ensure a successful migration,” says Larry Santucci, director of data center operations for Molina Healthcare. “Their ability to implement thoughtfully and help ensure that we maximize the capabilities of our solutions in a way that’s meaningful to our business is invaluable. It has been a great experience for us.”

Solution

The Molina team worked with Cisco Services to create an architecture that would meet the company’s current and future needs. Through the Cisco Data Center Planning and Design Service, they assessed the project requirements, application environment, and business requirements. Next, a high-level design and bill of materials were built for the new infrastructure. Cisco Data Center Migration Services migrated the physical infrastructure, applications, and data. In addition, Cisco Gold Certified Partner Nexus IS moved Molina’s Cisco Unified Communications, Unified Contact Center, and voice infrastructure and applications to the new facility.

Cisco Security Design Services provided expert assistance in developing a strong security design for meeting Molina’s authentication, authorization, and accounting; data integrity, forensics, and security policy and compliance; event management; and VPN requirements. As Molina moves forward with its virtualization and collaboration plans, Cisco Services has proposed Cisco Data Center Optimization Service to help continuously improve network performance, prepare the network for change, and help the Molina IT team succeed with new technologies.

Next-generation systems such as Cisco Nexus switches and Cisco Unified Computing System™ play essential roles in the new data center. Cisco Unified Computing System enables Molina Healthcare to easily scale its data center capacity to meet changing business needs. Cisco Nexus switches provide the high-capacity backbone of Molina’s virtualized infrastructure while significantly simplifying system management.

The Nexus-based network design provides architectural flexibility to connect servers today with either 1-Gigabit Ethernet (GigE) or 10-GigE while preparing for deployment of Fibre Channel over Ethernet (FCoE) connectivity in the future. One operating system and a single point of management through Nexus 5000 switches simplify provisioning, deliver operational consistency and transparency, significantly reduce the time required to add network capacity, and reduce the cost of cabling infrastructure. A single 10-GigE connection between servers and the Nexus platform supported Molina’s virtualization strategy while greatly reducing the costs associated with ports, cables, adapters, and cooling requirements.

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Product List
· Cisco Data Center Planning and Design Service
· Cisco Data Center Migration Service
· Cisco Security Design Service
· Cisco Nexus
· Cisco Unified Computing System
· Cisco TelePresence
· Cisco WebEx
· Cisco Unified Personal Communicator
· Cisco Unity
· Cisco MeetingPlace

Results

Cisco Services helped Molina Healthcare implement its new data center on time and under budget while delivering right-sized capabilities for its needs. By consolidating multiple centers, extending its virtualization initiative, and simplifying management, Molina expects to significantly reduce its circuit, facility, and energy costs.

“Having the right footprint on the network, storage, and server side will allow us to have a lower cost structure and be more competitive,” says Santucci. “We anticipate a 20 percent cost savings by using the Unified Computing System alone.”

The new data center provides a foundation for supporting Molina’s growth over the next five years. With Cisco Nexus switches and

Cisco Unified Computing Systems as its backbone, Molina’s infrastructure will enable the company to reach its 90 percent virtualization goal and reduce operations costs while maximizing application performance. Cisco Unified Computing System will also provide a transparent environment for scaling operations, allowing Molina to easily add new product lines, deliver new constituent services, or integrate company acquisitions without having to redesign the network. And a unified architecture will simplify management of all of Molina’s resources.

The new data center also supports Molina’s collaboration initiatives, which include extending Cisco TelePresence, Cisco WebEx, Cisco Unified Personal Communicator, and Cisco Unity® across multiple sites. Together, these solutions create an integrated collaboration platform that enables employees to communicate more easily. After implementing Cisco TelePresence and other Cisco collaboration technologies, Molina employees are finding that meetings have become more efficient. Being engaged in dialogue directly with another person has reduced meeting times from 60 to 90 minutes down to 30 to 45 minutes and also enabled people to answer questions or resolve issues more quickly. A second benefit of the implementing Cisco TelePresence and Cisco MeetingPlace® is reduced time and costs associated with travel. Desai estimates that the collaboration tools have saved millions of dollars of travel costs while accelerating productivity.

“As an enterprise, we have also made a commitment to green activities,” says Terry Bayer, Molina’s chief operating officer. “Cisco Unified Communications and TelePresence are an integral part of our green strategy. Whether our offices are seven or 3000 miles apart, we can minimize the negative impact of travel through the use of our Cisco Unified Communications and TelePresence tools.”

Next Steps

As Molina looks to the future, it is relying on Cisco Services to help establish a foundation that will support its goals.

“As Cisco Services looked holistically at our environment, they were able to design an architecture that will service us for many years to come,” says Desai. “That is the primary benefit of engaging with them for us.”

For More Information

To find out more about Cisco Services, visit:

www.cisco.com/go/services/

To find out more about Cisco Data Center Solutions, visit:

www.cisco.com/go/datacenter

To learn more about Molina Healthcare, Inc. visit

www.molinahealthcare.com.

This customer story is based on information provided by Molina Healthcare, Inc. and describes how that particular organization benefits from the deployment of Cisco products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

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