KAISER PERMANENTE®

All Runtime, No Downtime

Kaiser Permanente - one of the largest HMOs in the United States - is a leading provider of total eye health care. Their optical labs make prescription lenses to serve customers at their multiple Optical Centers located throughout California and Colorado.

> *"The thing that stood out about The Anvil! was the redundancy and fault tolerance. Just seeing that was incredible. We have had zero downtime due to hardware failure - none."*

Executive Summary

Kaiser had outgrown their existing software. Their current platform had no fault tolerance or automated fail-over. Any hardware failure would result in costly downtime and delays. Kaiser chose The Anvil! high availability platform for their new production software.

- More efficient production operations.
- Eliminated downtime due to server hardware failure.
- Simplified server management.
- Reduced IT overhead.

Challenges

Prior to choosing The Anvil!, Kaiser understood that in order to support the increasing demands on their optical lab, they had to improve their productivity and process management.   They undertook a complete review of their existing hardware and software architecture. Many of their processes

were manual, cumbersome and time consuming. The underlying hardware had become less reliable and more difficult/costly to support. Kaiser recognized that they needed to improve reliability by upgrading the underlying server hardware to a virtual high availability platform.

How The Anvil! Helped

The Anvil! was installed and configured within a day. All servers and applications were installed, tested and production ready by the next day. The transition was simple and seamless. There were no modifications required to the existing application software. Kaiser's IT team were closely involved in server design and planning but there was very little time required from them during installation. Their team was quick to understand and adopt the simple server management interface.

The Anvil! helped to consolidate, simplify and streamline server management. The platform has ensured that critical operations servers never go down. The Alteeve monitoring service enabled the IT team to address issues before they became emergencies. In fact, the platform's temperature and environmental monitoring prevented potentially catastrophic hardware failures.

Results, ROI and Future Plans

The Anvil! platform operates autonomously without the need for any IT expertise or involvement. Support for the servers has become much easier and requires less time to manage. Proactively detecting and quickly resolving hardware problems has also helped to ensure Kaiser's business continuity. Downtime has been eliminated, performance improved and production risk reduced. Kaiser's optical lab now

runs much more efficiently and reliably. Order processing and fulfillment are more predictable and cost-effective.

Leveraging The Anvil! technology and support has helped Kaiser to gain a competitive advantage in lens manufacturing.

Kaiser were so pleased with their initial Anvil! deployment that they subsequently added more Anvil! platforms in their lab operations. This has strengthened their lab production infrastructure and helped to ensure on-time delivery of lenses to all their clients.

"The Anvil! has proved that it can provide reliable service. The support from Alteeve is excellent. The monitoring and automated alerts have saved us from serious downtime and costs. I highly recommend them."

THE **ANVIL!**
HIGH-AVAILABILITY PLATFORM