Xelon infrastructure facilitates patient care for doctors

The IT infrastructure including the emergency number of SOS AERZTE must be available at all times. Xelon supported the traditional Swiss IT company Teleinformatik in migrating the infrastructure of SOS AERZTE and setting up a geo-redundant 3CX-telephone system.

In recent years, there has been a tendency of medical institutions moving to larger towns and cities, and successors to general practitioners' practices are hard to find throughout Switzerland. Especially in rural areas, there are lower numbers doctors per capita each year. In 1996, committed doctors in Zurich founded the independent company SOS AERZTE, which today advises and cares for around 20,000 patients per year in the canton of Zurich. SOS AERZTE offers individual patient visits, consultation hours in organisations and emergency services of Zurich family doctors.

Considering this relevant position in health care in numerous communities in the canton of Zurich, it should be self-explanatory that the IT environment including the emergency telephone service of SOS AERZTE must be available at any time of day or night. The company does not want to operate its own infrastructure and outsourced the complete IT and phone infrastructure to an external data centre. SOS AERZTE turned to the traditional Swiss IT company Teleinformatik Services AG for external representation and support in IT matters. «The IT environment of SOS AERZTE contains more than ten virtual servers and about 80 clients. An important point during the migration was that the IT systems should be accessible from anywhere at any time, because most users work either in their home office or on the road,» explains Pascal Péquignot, Head of Operations at Teleinformatik.

«The Virtual Datacenter is very easy to use and most of the work can be done independently. If the settings turn out to be more complex, you can count on reliable support.»

Pascal Péquignot
Head of Operations,
Teleinformatik Services AG

Increased reliability and access from anywhere

Teleinformatik migrated the IT infrastructure of SOS AERZTE and set up a geo-redundant 3CX telephone system, which increased the reliability of the emergency number and guaranteed the employees of SOS AERZTE access to the IT environment at any time, both from their homes as well as when doing field work. Teleinformatics was supported by Xelon, an IT infrastructure provider from Zug. Xelon offers resellers reliability, stability and scalability in the support of their customers' ICT environment.

An important criterion for the migration of the infrastructure of SOS AERZTE were support and reaction times. Péquignot from Teleinformatik is extremely satisfied with this: «Xelon's support team reacts quickly and competently to all questions.» Another criterion was that the data centres must be located in Switzerland. Xelon's infrastructure is located in certified data centers in Zurich and Zug and all data is subject to Swiss data protection laws. Besides the higly reliable infrastructure, end customers appreciate the transparent cost control and planning of financial resources.

SOS AERZTE offers a comprehensive emergency care service even in sparsely populated residential areas in the greater Zurich area. 365 days a year, around the clock.

SOS AERZTE advises and cares for 20'000 patients annually. A staff of 70 employees, including 35 doctors, look after their well-being. A successful model - established in 1996.

Overview

The IT infrastructure including the emergency number of SOS AERZTE must be available around the clock. Teleinformatik Services AG migrated the infrastructure to the Virtual Datacenter and set up a geo-redundant telephone system.

Requirements

- Reliable and stable infrastructure with secure access from any location
- High failure safety
- Geo-redundancy
- Fast support and response times

Solution

- Xelon vDC for safe and uninterrupted operation of the environment
- Geo-redundant 3cx telephone system for emergency call centre
- Protection through redundant SonicWALL Firewall Cluster
- Colocation backup solution with redundant NAS system and with Acronis Offsite Backup

Advantages

- Flexible and high-availability environment
- Maximum reliability thanks to various redundancies
- Local support
- Contact for flexible resource scaling in case of bottlenecks
- Fast response times thanks to 24/7 SLA agreement
- Protection against local threat scenarios thanks to geo-redundancy
- Data storage in Swiss computer centre

17 VM's	54 CPU's	128 GB RAM	2.5 TB SSD