

NORTH SHORE-LIJ STREAMLINES PROCESSES AND SERVICE WITH IBM AND PEOPLESOFT

In the allegorical tale of the Tower of Babel, a glorious and unprecedented undertaking with a high potential for success fails because its creators lack a common language. That was then. Today, a plethora of successful multinational corporations, political forums and charitable organizations prove that such differences as language and culture need not impede communication and cooperation among human beings.

IT systems, however, do not fare as well. Consider North Shore Long Island Jewish Health Systems (North Shore-LIJ). Headquartered in Great Neck, New York, North Shore-LIJ (www.northshorelij.com) is the product of a merger between Long Island's two major healthcare organizations. The union created the East Coast's largest healthcare network, with 18 hospitals, 80 ambulatory care centers, 3 trauma centers, 6,600 physicians and 7,400 nurses. Serving North Shore-LIJ are more than 30,000 employees and 3,300 volunteers, united by the common goal of supporting and improving the health of the residents of Long Island, Brooklyn, Queens and Staten Island.

Challenge

Implement an enterprise management system and standardize the enterprise-wide PC hardware platform

Solution

PeopleSoft 8 Human Resources Management System (HRMS), PeopleSoft Financials, PeopleSoft Enterprise Performance Management (EPM), PeopleSoft Supply Chain Management (SCM) and IBM Tivoli® Storage Manager, IBM @server pSeries™, IBM @server xSeries™, IBM TotalStorage™ FASTT500 Storage Server; IBM TotalStorage Enterprise Storage Server™, IBM Global Services—Integrated Technology Services

Benefit

Attractive ROI; streamlined business processes; elimination of costly redundancies

Far less united were its IT resources, a veritable Babel of computer hardware and software solutions. North Shore-LIJ Director of Enterprise Infrastructure Rick Jerothe recalls: "Because our enterprise evolved out of separate organizations, each had its own assortment of computers and software and its own vendors and support systems. Obviously, we could not implement enterprise-wide initiatives for such processes as resource planning or clinical integration. Furthermore, the disjointed environment hampered our ability to share information and reach timely business decisions to benefit our patients."


As part of a larger effort to streamline and unify North Shore's business operations, reduce inventory and maintenance costs, and improve service

to employees and patients, Jerothe's division was charged with identifying a standard architecture that would enable such integration applications as enterprise resource planning (ERP) systems. The two most crucial tasks were standardization of the enterprise's PC environment—including desktops, network servers and midrange servers—and the implementation of an organization-wide enterprise management solution to handle human resources, financials, supply chain and facilities management.


North Shore-LIJ evaluated PC hardware systems from HP, Gateway, Dell and Compaq. Opting for IBM as the standard platform for all its Intel-based computers, North Shore-LIJ selected IBM NetVista® desktop PCs, IBM ThinkPad® notebook

computers and IBM @server xSeries systems, as well as IBM @server pSeries machines running UNIX. For its ERP solution, the hospital network chose applications from PeopleSoft. Jerothe notes that North Shore-LIJ was attracted to PeopleSoft in part by IBM's close strategic ties with that vendor in the areas of hardware, software and service implementation.

While North Shore-LIJ does not publicly disclose financial information about its projects, Jerothe believes the PeopleSoft solution, running on all-IBM hardware, will yield an attractive return on investment. Furthermore, he notes, "IBM and PeopleSoft are helping us to achieve far-reaching efficiencies in policymaking, procurement and processes, and to eliminate costly redundancy, in a way no other vendors could."

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—Rick Jerothe, Director of Enterprise Infrastructure,
North Shore Long Island Jewish Health Systems

 ***“We needed a vendor that could guarantee its solution on an all-IBM hardware platform. IBM and PeopleSoft worked together to provide that guarantee.”***

—Rick Jerothe

A STRONG, HEALTHY IT INFRASTRUCTURE FROM IBM

Four IBM @server pSeries 670 servers function as the database servers for the PeopleSoft solution. IBM Tivoli Storage Manager will be implemented on an additional pSeries machine for backup to a 1TB IBM TotalStorage FAST500 Storage Server. A storage area network (SAN) based on an IBM TotalStorage Enterprise Server currently supports 3TB online, with plans to increase to 6TB in the near future. Two pSeries 640 and two pSeries 660 run the PeopleSoft applications—PeopleSoft Financials, PeopleSoft Human Resources Management System (HRMS), PeopleSoft Supply Chain Management (SCM) and PeopleSoft Enterprise Performance Management (EPM).

Two pSeries 610 machines act as Web servers, enabling users throughout the enterprise to access the PeopleSoft applications across the corporate intranet from their IBM desktop systems, using standard Web browsers. In the future,

North Shore-LIJ plans to implement access across the public Internet, using a secure VPN connection. The Web servers are connected to the TotalStorage Enterprise Storage Server. Ten IBM @server xSeries servers function as reporting servers for the PeopleSoft environment. The heterogeneous connectivity of the Enterprise Storage Server benefits North Shore by enabling them to consolidate all of their web server storage requirements onto one high-performance, high-availability storage server.

IBM Global Services—Integrated Technology Services provided hardware installation services, including physical planning of the data center and equipment relocation. IBM is also providing maintenance services on all IBM hardware sold in this solution. IBM Business Partner Mainline delivered high-level guidelines for design and implementation of the Storage Area Network, and IBM Business Partner Perot Systems implemented the system architecture. Deloitte & Touche, also an IBM Business Partner, implemented the ERP software modules in conjunction with PeopleSoft.

SERVERPROVEN® MEANS CONFIDENCE

Jerothe notes that North Shore-LIJ chose IBM @server systems as the hardware platform for its ERP solutions because of performance, scalability and unique management features. “Unlike other server environments, which require a multitude of administration systems, the IBM @server pSeries provides a centralized administration view that is critical to us. Its scalability means we don’t have to run and buy more gear as our projects evolve. And its processing power is simply unrivaled. As for the xSeries servers that run our network, you can’t beat the cohesive set of management tools that tie them to our IBM NetVista desktop machines,” he observes.

Regarding the PeopleSoft ERP applications, Jerothe says the hospital network selected them over other ERP solutions for their superior functionality, robust technology and financial viability—as well as the strong relationship between PeopleSoft and IBM. “We needed a vendor that could guarantee its solution on an all-IBM hardware platform. IBM and PeopleSoft worked together to provide that guarantee. Unlike other ERP solutions, PeopleSoft 8 applications are easily deployed from a central location and optimized to run on an IBM infrastructure, so there is no client-side application software to maintain. And the fact that PeopleSoft Financials and HRMS applications are ServerProven on IBM xSeries gives us added confidence in their reliability.”

STRATEGIC ALLIANCES FOR BEST-OF-BREED SOLUTIONS

The ERP and PC standardization projects at North Shore-LIJ are only the beginning of its enterprise consolidation effort, Jerothe says. “We plan to concentrate heavily on unifying our network architecture, as well as centralizing such enterprisewide aspects of our business as patient records and patient indexing systems,” he observes.

As the healthcare organization continues to implement its strategic plan, Jerothe notes, it will rely strongly on IBM’s technological vision and perspective. “While other vendors provide individual solutions, IBM is unique in its ability to deliver a broad enterprise view of our requirements,” he says. “And—as we have already seen from its partnership with PeopleSoft—its strategic initiatives and alliances with technology leaders will provide us with best-of-breed solutions that will maximize the value we bring our patients.”

FOR MORE INFORMATION

To learn more about how IBM and PeopleSoft solutions can help your organization improve performance and lower costs, call 1 866 426-9989.



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12-02
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12-02
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