Raffles Medical expands its IT systems virtually thanks to CHARON-AXP

The Challenge

As a leading regional integrated private healthcare provider, Raffles Medical Group, headquartered in Singapore, constantly strives to provide the highest standard in medical and health care. An efficient, stable, and reliable IT system is essential to ensure its round-the-clock operations run smoothly.

The group's IT system relied on the popular Hewlett-Packard Alpha DS20 server, which ran various applications to manage patient data and medical records as well as pharmacy and inventory systems. When HP stopped making the Alpha DS20, Raffles sensed that maintenance might get a little tricky. Indeed, spare parts and technical expertise grew scarcer. Furthermore, storage on the Alpha DS20 was limited. The Group's expansion plans in Singapore and the region required more capacity. An alternative was needed urgently.

The challenge was to find a solution that could match, and ideally improve, the performance of the Alpha DS20 server in terms of reliability, stability, and capacity. Because the group's clinics run around the clock, seven days a week, the transition to the new system had to be seamless, with minimal downtime.

The Solution

After a period of intense deliberation and evaluation, which included a review of Stromasys's customer base worldwide and interviews with selected customers, Raffles Medical Group decided to try the CHARON-AXP DS20 software.

CHARON-AXP DS20 cross-platform virtualization software enables users to continue to use software designed for legacy hardware, such as the Alpha DS20, on a modern system. "The compatibility of the Charon software with the HP Alpha DS20 system resulted in minimal changes and maximum continuity during and after the migration," explained Matthew Yong, senior IT manager, Raffles Medical Group.

After running a series of stress and function tests over four months, the IT department was confident that the CHARON-AXP software would deliver the stability and reliability they needed.

RafflesMedicalGroup

CUSTOMER PROFILE

Raffles Medical Group is a leading integrated private health care provider in Singapore and the region. One of the largest networks of private family medicine centers in Singapore, Raffles clinics offer a wide range of specialist medical and diagnostic services for both inpatients and outpatients. Representing more than 30 disciplines, their specialists combine sub-specialty expertise and teamwork to ensure optimal, affordable, and high-quality care for patients.

Raffles operates medical centers in Hong Kong and Shanghai, China. Additionally, they have representative offices in Indonesia, Vietnam, Cambodia, Brunei, Bangladesh, and the Russian Far East, as well as associates throughout the Asia-Pacific region. For more information, please visit: **www.rafflesmedicalgroup.com**

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Raffles Medical Group was impressed by the actual migration to the new system, which was carried out in just seven hours over a weekend. "A Stromasys IT engineer flew in from Hong Kong to oversee the process. This gave us the confidence and assurance we needed during the 'live' migration," Yong explained. "After a thorough preparation of the new server and the installation of the components for final testing, the actual transition from the old server was seamless and trouble free."

The introduction of the CHARON-AXP DS20 marked phase one of the upgrading process. Six months later, Raffles Medical Group embarked on phase two: they purchased a license for two additional CPUs for the existing system and upgraded to CHARON-AXP ES40 so as to increase data storage capacity.

According to Ng Ngan Yin, deputy director of IT, "As the Raffles Medical Group continues to grow, our systems must be able not only to support our existing needs but also to adapt to our future needs and incorporate emerging technologies. That is why we chose CHARON-AXP. To continue to provide a high standard of care to our patients, flexibility and reliability are key."

"Another reason why Raffles Medical chose Stromasys is our flexible solutions for businesses, such as annual licensing and round-the-clock support," commented G.G. Loh, Stromasys representative for Singapore.

The Result

"The stability and reliability of the CHARON-AXP software was exactly what we hoped for. Migration to the new Intel HP Proliant server was seamless, while retaining the user interface and stability of the HP DS20," added Ng Ngan Yin. "The introduction of Charon required no adjustments on the part of our medical professionals and support staff, who depend on the system. It was business as usual for them."

About Stromasys

Stromasys is the original and leading provider of enterprise-class cross-platform virtualization solutions, including PDP-11, Digital VAX and Alpha, HP 3000, and SPARC servers. The company extends the life cycle of business and mission-critical systems through virtualization, modernization, and system enhancement.

Founded in 1998 and headquartered in Geneva, Switzerland, and in Boston, Massachusetts, with sales offices as well as engineering, development, and research labs located around the world, Stromasys has implemented more than 5,000 cross-platform virtualization solutions for the world's leading companies in over 50 countries.

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