

CASE STUDY



# University Hospitals



## Park Place Service Keeps UH Data Centers Healthy

Andrew Balazs is not a doctor, nor does he play one on TV. But as Manager of Data Centers and Disaster Recovery at University Hospitals, he recognizes the role IT infrastructure plays in life-and-death scenarios.

"If our health care professionals don't have access to required information the second they need it, they can't help the patient," Balazs said. "They need instant access to patient histories. They can't give a drug to somebody in the hospital when they don't have access to their drug interaction records. They need the latest radiology image before they go into surgery. If any information is inaccessible, it disrupts the whole flow of a health care system."

The responsibilities are vast, and the IT infrastructure is complex.

"We have 200-plus locations throughout Northeast Ohio," Balazs said. "And we have to provide access to information and access to systems, 24 hours a day, seven days a week, with consistent availability and consistent performance. Each process has its own unique requirements. Sometimes it's bandwidth related. Sometimes it's processor related. Sometimes it's storage capacity related. These are all factors we have to monitor."

For the past year, UH has trusted Park Place Technologies with its mission-critical data center monitoring and maintenance. Park Place services UH's complex system, which encompasses HP, Dell, IBM, EMC and Cisco equipment.

"It is incumbent on us to find ways to deliver consistent response time, 100% availability where possible and all in a cost-efficient manner," Balazs said. "It takes a lot of interconnected parts. We need to control anything we build out and also manage architecture in any new system that comes in. We have to maintain resilience in every piece of that, from purchasing and installing to architecting, and then maintaining it going forward."

### SOPHISTICATED PARTNER

UH had utilized third party maintenance for a decade, but Balazs said the data center's growing complexity and the demands for Uptime required a more sophisticated partner.

### UNIVERSITY HOSPITAL STATS

- Health care network of primary care physicians, outpatient centers and hospitals, including specialty care physicians; skilled nursing; elder health; rehabilitation and home care services; multiple accountable care organizations; occupational health and wellness; and comprehensive behavioral health services.
- Founded in 1866, in Cleveland, OH
- 18 hospitals, 50 health centers and outpatient facilities
- Serves more than 1 million patients

“The analytics are important. Park Place gives me better eyes and ears on the things that were happening, ahead of time. I can see things that are trending so we can make strategic decisions on when we're going to act.”



**Andrew Balazs**  
Manager of Data Centers  
and Disaster Recovery

**UNIVERSITY HOSPITALS**

## CASE STUDY

"The world gets more complex and there's more things going on," he said. "And I was saying, 'How do I get better analytics? How do I see things before they're corrupt? How do I understand components when they cannot fail? How do I get a better sense into what is going on in my environment before I see a red light?' I was looking for somebody who could block and tackle flawlessly, but also innovate to our complexity, and Park Place did that.

"Park Place has great references and processes in how they verify parts and how they train their staff. The analytics are important. Park Place gives me better eyes and ears on the things that were happening, ahead of time. I can see things that are trending so we can make strategic decisions on when we're going to act."

Balazs has been pleased with Park Place's service.

"The communication is professional and diligent and detailed. Our account team creates opportunities for us," he said. "Onboarding was a seamless transition and everybody that I was involved with from Park Place went out of their way to make sure that they helped me.

"Service for events has been really good. We use the online portal and really like it. It's easy to use."

Balazs said even the disruptions of COVID-19 have not interrupted Park Place's service.

"Hospitals got very tight in the way that we managed people coming into our locations. Everything that we had trained on, everything that we had gotten people ready for, everything that we had documented; every process got thrown out the window," he said. "Park Place did an exceptional job of quickly getting all that information. We shared documents. We made sure everything got done right. Not once did we have to show up at a location because the field engineer couldn't figure it out or wasn't able to get into where they had to go. The whole process changed overnight, and the communication was 100 percent clear."

### CONSISTENCY AND SUCCESS

Balazs said he also appreciates the access UH has to Park Place's top officers.

"From our Account Rep to the CEO and CIO, all the way from stem to stern, there is exceptional communication and consistency of message," he said. "Not once did I hear something that was inconsistent with what I heard from the top all the way down to the guys who maintain the equipment. Park Place knows what its process is. I can call anybody in your senior leadership structure and give feedback.

"It has been the same message from the beginning. 'We will support you. We will do it. If we need to do it, we will. We will fix things that aren't right, and we will make you happy.' That's the essence of Park Place success."

## ABOUT PARK PLACE TECHNOLOGIES

Park Place Technologies, founded in 1991, simplifies the management of complex technology environments for more than 17,000 customers worldwide. We provide exceptional global service for data center storage, server and network hardware for all tier one OEM equipment. Our worldwide network of more than 400,000 parts stored regionally, locally and on-site allows for fast parts distribution and service to drive Uptime.

Park Place responded to customer input and created a new technology service category – Discover, Monitor, Support, Optimize (DMSO) – a fully integrated approach to managing critical infrastructure. Our industry-leading and award-winning services include ParkView™ Managed Services, Entuity software, and our Enterprise Operations Center.

With Park Place Technologies, customers are maximizing Uptime, improving operational speed, eliminating IT chaos, and boosting return on investment – ultimately accelerating their digital transformation.

Park Place supports 58,000+ data centers in 150+ countries. | For more information, visit us at [ParkPlaceTechnologies.com](https://www.ParkPlaceTechnologies.com).