

Proc case monitors mission-critical healthcare systems for leading hospital network in New Jersey

Lourdes Health System

Client since 2001

Location: Camden, New Jersey, United States

Industry: Healthcare



Client Overview

Our Lady of Lourdes is a Catholic health system sponsored by the Franciscan Sisters of Allegany, NY, dedicated. The Franciscan Sisters of Allegany, New York opened the doors to Our Lady of Lourdes Hospital in Camden, New Jersey in 1950. The hospital has grown from a 300-bed community hospital to a 410-bed regional, tertiary care teaching hospital.

Lourdes has had a strong tradition of providing quality care to the people of the City of Camden and surrounding communities.

Client Objectives

The Southern New Jersey Dialysis Center at Lourdes is an inpatient and outpatient dialysis facility which has treated nearly 5,000 patients over the years.

The Dialysis Center operates a number of mission critical applications, ranging from collecting prescription and patient monitoring systems to physician billing applications. Given the critical nature of the data, Lourdes applications typically run close to 24x7. Hence, Lourdes cannot afford much downtime for its applications.

Proc case Contribution

Lourdes had sought the database administration and production support expertise of Proc case to monitor its production systems, help diagnose database and application problems, provide backup and recovery, as well as conducting performance tuning.

Proc case has finalized a support contract Lourdes that requires Proc case to respond to every call within a 2 to 4 hour window, 7 days a week.

Proc case has also devised a database backup and recovery strategy that integrates with the existing backup and recovery scheme.

Last but not least, Proc case works with the Lourdes staff members actively to facilitate knowledge transfer.

Technology

Oracle database, Window scripting

Results

Proc case has obtained a good understanding of the database administration and product support issues in the healthcare industry, and hence, Proc case is able to provide nimble to its customers within a lot of changes to the current approach.