

success story



healthy hp prescription for pathology practice



hp mission critical services

QML – Where modern medicine and IT merge

Modern medicine relies on the combined medical and scientific skills of the pathology practitioner to assist in the investigation and management of a patient's illness.

To ensure the highest levels of doctor and patient services, Australia's largest privately owned pathology practice, Queensland Medical Laboratory (QML) has enlisted the help of Hewlett-Packard's Mission Critical Services.

QML services six thousand doctors throughout Queensland, northern New South Wales and the

Northern Territory across 28 medical laboratories networked back to a central laboratory in Brisbane. Employing 1900 staff, QML processes pathology specimens for three million patients each year.

Within a 28-strong IT department, QML Information Systems Manager, Paul Williams, heads up the organisation's highly advanced automated laboratory information system.

QML prides itself on being at the forefront of modern medical pathology practice. Every aspect of its investigations is performed

under an umbrella of strict quality control using the most advanced, accurate and reliable equipment.

The modern pathology laboratory is a complex operation that relies not only on the skills of the people, but the high availability of the IT system to ensure that each doctor receives the best service possible.

Paul Williams, ISD Manager for QML, said "The core Laboratory Information System (LIS) operating within QML supports the main laboratory processing functions. This system enables the whole customer process – from the request from the doctor detailing the tests to be performed; patient details; the

interface with the instrument analysers; the validation of the final result; applying any comments; production of the report; delivery of the report; the final billing of the service and final receipt of the monies."

"The best analogy to describe our system is that it is similar to a banking or airline system in that if it stops, the organisation stops," Paul Williams said.

Three years ago QML's HP computer system reached its capacity and the practice embarked on an upgrade path to new hardware technology.

"As our staff and customers become increasingly dependent on enterprise-wide, web enabled applications, it was essential that we provide them with 24x7 support," said Williams,

"The upgrade in QML's HP system was a generational change in terms of our computer equipment; we went from full capacity to a situation where our operating system had plenty of capacity within the application and we experienced an immediate elevation in performance levels."

QML decide on HP IT solution to support competitive advantage

Hewlett-Packard provided more than just state-of-the-art hardware technology in order to reach the mission critical levels of availability QML required.

Paul Williams said, "We realised that with an increasing emphasis and dependency on e-business processes, high availability of the system was an essential requirement for all our laboratories".

HP's Mission Critical Services were enlisted to implement and support the new HP infrastructure to provide a high availability HP-UX environment.

HP's Critical System Support (CSS) is designed for businesses like QML; running enterprise class computing environments that require high system availability.

CSS provides enhanced hardware, software and proactive support for critical systems to help reduce the frequency of downtime and quickly recover systems should problems occur.

High Availability Observatory provides critical support to QML

One component of Critical System Support the High Availability Observatory (HAO) provides added support to QML. The HAO system monitors the state of the mission critical production system by tracking changes and aiding significantly with speedy resolution if a problem occurs.

Paul Williams said, "We have a stable platform, both at software and hardware levels, and HP works with us on software planning, so that when moving to new versions of software we have excellent change control, further minimising the risk of downtime."

The new QML infrastructure was built right – the first time. Pro-active services keep it running and highly tuned, and very fast call to repair commitments will ensure a speedy resolution should a problem occur.

The successful support partnership of QML and HP Services has ensured minimisation of downtime and built a mission critical environment through proactive and preventative services and specialised resources for fast recovery.

This success in achieving highly available systems in the HP-UX environment has now been extended to include QML's Wintel and Linux environments to move towards similar systems stability in these environments, with HP providing an end-to-end solution.

Concluding, Paul Williams said, "Throughout it all, HP has been a very good, very professional partner. We had excellent support throughout. HP did everything they could to make sure our solution was working properly and made us feel very reassured."

industry

- Medical - Pathology services

challenge

- To provide hardware and infrastructure upgrades to ensure 24 x 7 availability of QML's Laboratory Information System

solution

- High availability HP-UX environment
- HP Mission Critical Services
- HP Critical Systems Support (CSS), featuring High Availability Observatory (HAO).

results

- 24 x 7 availability of mission critical IT systems
- Efficient monitoring of mission critical applications
- Proactive and preventative support and servicing of information systems

About HP

HP is a leading global provider of products, technologies, solutions and services to consumers and businesses. The company's offerings span IT infrastructure, personal computing and access devices, global services and imaging and printing. The merged company had combined revenue of approximately \$81.7 billion in fiscal 2001 and operations in more than 160 countries. Information about HP and its products can be found at <http://www.hp.com.au>