



INDUSTRY

Healthcare



SERVICES

Managed Services
Cloud Backups
Network Connectivity



CLIENT SINCE

February 2013

How 365 Data Centers Helps Prepare Kingsbrook Jewish Medical Center for the Future

When other IT service providers tried to upsell central Brooklyn's oldest hospital on costly upgrades to their existing backup system, 365 Data Centers stepped in and built an IT infrastructure to last.

THE CHALLENGE

Kingsbrook needed help building a Disaster Recovery solution and updating their existing network infrastructure.

When Pete Ribolla took over as Director of IT at Kingsbrook Hospital in 2005, he "inherited telecom and a few other responsibilities." By 2014, the 90-year-old facility, and Ribolla, needed help keeping up with growing tech demands.

"My senior IT staff, other than the help desk, is four guys and myself. That's it. We managed to get a gig line in and we had 100 meg backup," explains Ribolla; however, the connection was too inflexible and unreliable. In addition, the hospital's existing backup system required a costly update to their hardware, and they needed an automated disaster recovery program.

Ribolla and his team knew they needed to integrate newer, better solutions that would not only improve day-to-day operations, but provide cost savings for a tightening budget as well.

"It's a cliché, but 365 Data Centers really partners with you. It's a pleasure that a company with far reaching capabilities is so in touch with their customers."

Peter Ribolla, Director of IT at Kingsbrook Jewish Medical Center



“Our existing provider supplied basics lines, but everything else was up to us. We knew we wanted a responsive team who could improve our existing solutions, but everyone wanted to upsell us. They were happy to talk about putting new hardware in here, but none of them seemed to address any existing issues. They didn’t prioritize our pain points.”

Then, they began having conversations with 365 Data Centers.

“365 Data Centers didn’t try to upsell us; they focused on getting us stable. They gave us a plan for moving forward, developed an infrastructure that would prepare us for future requirements, and they were able to cut costs.”

WHY 365 DATA CENTERS?

A source of solutions, suggestion, and guidance.

Kingsbrook had begun planning to establish an automated disaster recovery program for their data, but the setup of existing physical servers presented unique challenges. While other vendors ignored these challenges and pushed for new equipment purchases, 365 worked to understand the situation, shared a few scripts with Ribolla, and got their infrastructure up and running within a few months.

Now that Kingsbrook has deployed 365’s network, they look to take advantage of other 365 Data Centers services like off-site storage for a remote backup solution.

“That rides on a layer two connection, carved out of our one gig internet pipe, so we have our network connection to [365’s] data center. It just made all of this stuff possible. They also proactively monitor that bandwidth and alert us with any kind of issues. They’ve come through in the clutch everytime we’ve needed them.”



THE RESULTS

365 Data Centers delivered an experience that built confidence and paved the way for a continued relationship.

Today, Kingsbrook is developing a redundant backup system that leverages 365 Data Centers' management and infrastructure.

“365 Data Centers demonstrated the capabilities of big players, but provided the personal touch of a ‘mom and pop’ shop. Other vendors have world experts, but getting in touch with them is impossible. 365 has the same expert, top level expertise you can actually access.”

Ribolla particularly likes 365's hands-on approach, citing a time members of 365 Data Centers' team joined him on a conference call to work through issues with another vendor.

“It's been nice having an actual hands-on managed system. They really take everything into account. Future capabilities are there, waiting for us to engage with them,” says Ribolla. And with big changes on the horizon, 365 Data Centers will be ready to build on what they've started.”

To find out how 365 Data Centers' integrated IT infrastructure services can support your business initiatives, contact our sales team today.