



#### About Customer

Hendricks Regional Health is a nationally recognized, nonprofit healthcare organization. More than 2,400 associates serve the community in west central Indiana through a shared philosophy of patient-centered, high-quality, low-cost healthcare.

[www.hendricks.org](http://www.hendricks.org)

#### Geo

North America

#### Industry

Healthcare

#### Solution Area

Accelerate Core Applications  
Modernize Data Protection

#### Products in Use

FlashArray™//X  
FlashArray//C  
Evergreen//Forever™  
Pure1®

#### About Veeam and Pure

Integrated solutions from Veeam® and Pure Storage help customers meet the needs of today's application and data-driven world by delivering on-premises, cloud-like capabilities with superior data protection and business continuity.

[www.veeam.com](http://www.veeam.com)



# Hendricks Regional Health Moves the Needle on Care

For 15 consecutive years, Hendricks Regional Health has been recognized by Healthgrades, a top physician review site, for providing outstanding patient experiences. Beyond delivering world-class care, the distinction considers factors ranging from cleanliness and noise levels to pain management and patient responsiveness.

Technology plays a key role in the system's ability to achieve this. With more than 300,000 patients coming through the door annually, on-demand access to systems and applications is critical. When clinicians began to experience delays, Hendricks turned to Pure Storage for future-proof performance and data protection.

"Patients have choices. Pure makes it easier for us to provide outstanding, seamless experiences so that the decision to trust Hendricks with their care requires no second thoughts."

**TODD DAVIS,**  
CIO, HENDRICKS  
REGIONAL HEALTH

## Impact on Hendricks Regional Health



Supports organizational mission to provide exceptional patient care



Cuts waiting time for clinicians accessing healthcare system data



Minimizes risks to continuity of care with modern data protection

## Challenges



Application lag times slowed clinicians, impacting work satisfaction



Rising ransomware threat required more robust backup and protection



Complex regulatory landscape driving up IT budget, diverting resources

## Results



Eliminates 3-second wait between clinicians' clicks for more daily productive time



Reduces backups by two thirds, accelerates ransomware recovery if needed



Reduces power and cooling costs, and TCO, with ever-modern storage

## Diagnosing Delays, From Registration to Bedside Care

Todd Davis is a 16-year veteran of Hendricks Regional Health, where he began as a network technician and today serves as the Vice President of Information Systems and Chief Information Officer.

"I can practice IT anywhere, but what keeps me here is the opportunity to contribute to a great patient experience," he says. When lags of up to three seconds to go from one screen to the next began to frustrate clinicians, Davis realized it could also impact patient care.

"When you multiply these daily delays by hundreds of patients, starting from the moment they walk through the front door, the seconds add up quickly," he says.

## A Legacy Relationship Ousts Legacy Storage

The culprit was Hendricks's legacy storage. Davis selected Pure Storage to provide immediate and long-term power and performance. Pure FlashArray//X boosts the operation of clinician-facing applications, eliminating lag times. A single view via Pure1 eliminates guessing games when issues do arise.

"Nothing is more time-consuming than trying to solve storage problems," says Jason Lantz, Manager of Infrastructure. "Now when another vendor tries to point the finger at storage and we tell them we use Pure, the conversation moves along quickly."

Recently, the team also replaced Hendricks's aging backup storage. Pure FlashArray//C with SafeMode™ and Veeam address the threat of ransomware and possible disruptions to care. Backups that took three days take 24 hours or less, and testing shows that restores can happen immediately thanks to immutable SafeMode snapshots—which Hendricks's cyber insurance provider recognizes as a key component of its data protection strategy.

"In healthcare, stringent regulations drive up expenses in equipment and resources," says Davis. "Pure offsets some of these by shrinking our data center footprint to cut power and cooling costs, and keeps the team focused on providing critical support." Hendricks also saves with Evergreen//Forever, reducing total cost of ownership by eliminating costly forklift upgrades.

## An Indispensable Partner

When clinicians are almost unaware of the technology they're using, they can focus on delivering great patient care. For Davis that means a job well done.

"Patients have choices," he says. "Pure makes it easier for us to provide outstanding, seamless experiences so that the decision to trust Hendricks with their care requires no second thoughts."

[purestorage.com](https://purestorage.com)

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