

## Quest | CASE STUDY

# LifeMasters Co-Locates Its Data Center at Quest's BRC

Our nurses, health educators, and enrollment specialists depend on technology," says Robert Slepín, CIO at LifeMasters Supported SelfCare, Inc. One of the nation's leading disease management companies, LifeMasters provides programs and services that create health partnerships among individuals, their physicians, and payors.

"We're relying on Quest to provide us with a solid data center infrastructure for hosting our voice and data services," Robert explains. "We trust them with our mission-critical assets, and we have every confidence Quest will deliver the high availability and reliability that LifeMasters health professionals rely on every day to satisfy our clients."

### Best overall value

LifeMasters began its relationship with Quest after it decided to consolidate data center operations at a co-location facility. The move reduces the firm's real estate footprint, saving money, and also provides LifeMasters with a state-of-the-art facility — a necessity as LifeMasters moves toward virtualizing its call center operations.

After a very thorough vendor selection process, LifeMasters made a choice based on "best overall value". The chosen vendor was Quest. But while cost was a major consideration, it was certainly not LifeMasters' only consideration.

### Outstanding facility and people

"Quest's team listened to our requirements and understood what we wanted," says Robert. "Then they offered to design a solution that would exactly meet our needs — from the space in the data center, to the cabling, power management, and network services."

And the talent at Quest is solid, he adds. "The engineers and management I've met all have deep experience, with years spent managing infrastructure, doing data center work,

and overseeing data center projects for large companies. Quest's management is responsive, and their high integrity really means a lot to us."

Of course, the data center facility itself at Quest's Business Resumption Center (BRC) was an essential element in LifeMasters' selection process. Although many Quest customers have turned to the BRC for disaster recovery and business continuity needs, LifeMasters uses the facility to support its everyday data center operations.

"We toured a number of facilities that were designed as production-class data centers and felt that the

LifeMasters (Cont. on p.2)



### THE BOTTOM LINE

For this leading healthcare firm, Quest's highly secure and reliable Business Resumption Center is the best place to co-locate data center operations

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capabilities and features of Quest's data center compared very favorably," Robert reports. "We feel very positive about the level of service Quest provides."

The BRC's location appealed to LifeMasters, too. "The facility is highly secure, extremely clean, well-organized, and professional in appearance." Robert also likes that the BRC sits on higher ground. "There's minimal flood risk compared to other Sacramento area options."

LifeMasters sees another benefit, too – easy access to Quest's extensive

**"Quest's team listened to our requirements and understood what we wanted. Then they offered to design a solution that would exactly meet our needs."**

menu of managed services. "Should we find ourselves in the position of needing or wanting to leverage managed services," says Robert, "there are some unique and compelling advantages to being located at that facility."

**It's all about teamwork**

The project, reports Robert, is running ahead of schedule and under budget, something he's happy about, and, "more important, our internal business stakeholders are pleased."

As with any project, credit for success, he notes, goes to the entire team. "We've assembled a terrific group, with strong commitment from both Quest and LifeMasters," he says. "The project leadership of Don Courville, our Vice

**FROM TIM BURKE...**

**Talking End Results**

**I**f you're like most CEOs, you don't have time for your lawn, so you hire a lawn service to keep it healthy and appealing.

Chances are you don't know anything about the equipment used on your property. And you don't care because you're not buying equipment – you're buying a service, a capability, and, most importantly, an end result.

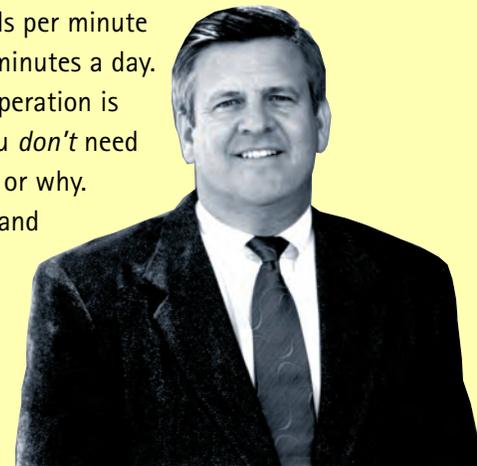
That's precisely the approach we advise CEOs to use when considering information technology. Like taking care of the lawn, discussions about IT also should be about an end result.

So don't let conversations about how IT can help your organization address a business challenge or exploit an opportunity drift into elaborate product and solution debates. Too often, you'll end up confused, frustrated, and unclear about how to proceed.

To keep IT discussions from becoming too technical, you need to stay focused on capability.

For example, you know your customer service operation needs to handle a certain number of calls per minute and can't be down more than, say, five minutes a day. So all you need to know about your IT operation is that it'll support this level of service. You *don't* need to know or care what products are used or why.

A trusted partner will usually understand your business goals and help you achieve them – not try to blind you with technology.



President of Software Development and Technology Services, and Quest's Mark Schachtebeck has been phenomenal. Plus, each team member has performed exceptionally well."

In fact, when Robert asked LifeMasters' lead network engineer, Jay Isaacs, how things were going with Quest, "he gave me the feedback I expected, which was how pleased he was working with the Quest team."

Robert adds, "I would describe our working relationship with Quest as more than smooth. It's seamless."

Partnership built on trust is how Robert characterizes LifeMasters' relationship with Quest. "You feel secure knowing Quest has your best interests at heart. When Quest makes a promise, you know they're going to fulfill it. For me, that's a really important part of doing business with Quest."

## Quest Professional Services:

# The Expertise You Need When You Need It

**R**egardless of the cost constraints you face, your company's mission-critical IT operations must go on. Quest Professional Services can help. Our savvy mix of people, processes, and technologies can help you optimize your infrastructure, master technical complexity, and augment your staff with the expertise you need when you need it.

### Capabilities your business depends on

Chances are the survival of your business depends on the capabilities that Quest Professional Services excels at delivering:

- \* **System engineering** expertise that spans operating system and platform design, deployment, and migration, email management, business continuity and disaster recovery, and email archiving/backup services,
- \* **Infrastructure services** that encompass end-to-end networking solutions – from assessment, design, and installation to deployment, capacity management, and maintenance of LAN/WAN/VLAN/SAN, wireless, and telecom systems,
- \* **Applications analysis and development**, including application integration, new and legacy platforms, business process analysis, and web development.

### On time, on budget

Quest Professional Services project managers bring extensive knowledge of the most productive technologies and the most effective best practices to every engagement. They always ensure that what Quest promises Quest delivers – on time and on budget.

## DID-YOU-KNOW?

### What the Numbers Say about Data Center Consolidation

**Data center consolidation is a priority.** As reported by *ipbusinessmag.com* blogger Gary Kim<sup>1</sup>, data center consolidation rates as a high priority for more than 40% of executives interviewed by Forrester Research. Nearly a quarter of them call data center consolidation a critical priority.

**... Because data center costs keep climbing.** *Datacenterjournal.com*<sup>2</sup> reports Gartner research showing that energy costs are the fastest-rising expense element in the typical data center, though the largest expense element remains people costs, which sometimes amount to 40% of the overall data center budget.

Gartner points to clients who've implemented data center consolidation and rationalization programs that have resulted in deployment of 5% to 20% fewer servers.

**Meanwhile, unused server resources waste more than \$24 billion a year.** According to a study by Kelton Research reported in *Network World*<sup>3</sup>, at least 15% of servers "aren't doing anything useful." All that waste adds up to \$24.7 billion a year in unnecessary operational expenditures and energy usage.

**Why, you ask?** Turns out that more than 80% of the server managers polled in the Kelton study said they don't have an adequate grasp of server utilization.

<sup>1</sup> <http://www.ipbusinessmag.com/departments/article/id/535/what-enterprises-are-buying-this-year>

<sup>2</sup> <http://datacenterjournal.com/content/view/3369/40/>

<sup>3</sup> <http://www.networkworld.com/news/2009/101909-unused-servers.html>

### Quest's BRC: State-of-the-Art, Versatile – and Affordable

Quest's Business Resumption Center accommodates everything a business needs to function 24 x 7 x 365 – communications infrastructure, data systems, highly-skilled people, and uninterrupted delivery of Quest's professional and managed services.

The BRC sits on high ground at one of the most seismically stable and secure locations in California – the former McClellan Air Force Base. Its state-of-the-art facilities are housed in fully-reinforced concrete buildings with redundant communication pathways.

#### Customizable capabilities

Because BRC facilities are highly customizable, Quest can design suites to meet a company's specific needs while ensuring significant savings on capital expenditures.

From basic floor plans that include cubicles, phones, faxes, and call center services to fully-appointed data centers and command-and-control environments with robust network equipment, Quest knows how to design, install, and operate cost-efficient IT capabilities to meet every kind of customer requirement.

IN THE MEDIA ROOM

Visit <http://www.questsys.com/media.aspx> for:

PODCASTS

**QUEST ON THE RADIO:** Download the podcast on Quest's Threat Review Process.

**PCI Compliance podcast:** Join (Co-Hosts) Scott Draughon (My Technology Lawyer) and Oliver Rist (InfoWorld) as they interview Mike Dillon (Quest CTO) and Jon Bolden (Quest Director of Professional Services) about PCI (Payment Card Industry) compliance.

VIDEOS

**Who We Are:** Colleagues describe achieving business systems success with Quest's help.

**Data Security Video:** Hear direct from the FBI, security experts, and your peers about in-depth security issues and how Quest can help protect your company.

**HCIN video:** Learn how Quest used VoIP and Video Technology to help Health Care Interpreter Network (HCIN) design a workable language interpretation solution that complies with regulations, improves patient care, and increases revenues.

**Business Continuity Planning/Disaster Recovery:** More than 25% of businesses damaged never recover from natural and/or man-made disasters. Ensure your future.

**Video overview of our Infrastructure Services:** Wireless, Broadband, Fiber-optics, Fiber Splicing, Infrastructure Cabling, and more.

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Coming in the next issue of *Quest Strategic Advisor*:

Case study of GemsTV

What's New...

A Gartner webinar – *Technology Trends You Can't Afford to Ignore\**, most recently led by managing vice president Raymond Paquet – has some nuggets worth noting:

- Of the 10 trends Gartner believes bear watching ("carefully"), virtualization tops the list. Gartner puts the critical time frame for dealing with virtualization at now, noting that virtualization transforms IT into one logical system which reduces operating complexity, since it ultimately involves networks, servers, storage, infrastructure, applications, and even desktops.
- The number-two trend is what Gartner calls 'data deluge'. Energy costs/green IT and complex resource tracking rank third and fourth, respectively.
- Over the next five years, enterprise data volumes will grow 650%, since end-users with greater access to data in turn generate even more data. Gartner notes that 80% of all this data will be unstructured.
- The number of text messages sent in the past 24 hours exceeded the total human population on earth (6.7 billion).
- The annual energy cost of just two racks of servers tops \$100,000.
- At current pricing, energy expenses of an x86 server will exceed the cost of the server itself in three years.

\* [http://www.questsys.com/files/dec9\\_techtrends\\_rpaquet.pdf](http://www.questsys.com/files/dec9_techtrends_rpaquet.pdf)

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