

## ChartOne: Medical Services Firm Boosts PeopleSoft Performance and Cures Data Center Pain



### Key Challenges:

- Web-enabled applications experiencing poor user response times
- Intensive applications, including PeopleSoft (Financials 8.0, Enterprise Performance Management 8.3, Customer Relationship Management 8.4, Human Resources 8.8, Portal 8.8) and Hyperion Business Performance Management
- Server hardware upgrades prohibitively expensive

### Key Benefits:

- Enjoyed immediate performance increase with existing server hardware
- Saved more than \$150,000 in server hardware upgrade costs
- Eliminated client-server model, even at remote sites
- Reduced number of costly security certificates needed

Like many organizations, ChartOne, Inc., a San Jose, CA provider of medical chart management products and services, decided to upgrade its enterprise applications from a client-server model to a Web-based approach. The company was looking to gain the flexibility of browser-based access to such applications as financial, customer service and support, human resources, and customer relationship management. They also wanted the centralized control that would make those applications easier to upgrade and maintain.

But in moving from legacy in-house-developed applications to PeopleSoft's new Web-based application suite, ChartOne's IT group was faced with the performance degradation that all too often accompanies the data-center "Webification" process.

"We were creating a huge PeopleSoft 8 environment, with every module under the PeopleSoft umbrella," recalled Henry Svendblad, ChartOne's director of information technology. "We found ourselves having to add \$50,000 application servers and storage boxes, just to keep up with performance requirements. But even after we went from Sun 420Rs to much more powerful SunFire servers, performance was still unacceptable. Our biggest conversion was in the accounts receivable department, which processes more than 300,000 transactions a month – with 6000 checks a day coming through our San Jose office. The productivity of this team alone dropped by 20 percent."

For users at the company's 10 remote offices around the country, the problem was even worse. "It was taking four hours just to load a tickler screen at a remote site," Svendblad said. "So we purchased terminal servers and trained the staff at the remote locations to use them. It was like going backwards, back to the client-server model we were trying so hard to get away from."

*"The Juniper Networks DX platform enabled ChartOne to save \$150,000 this year on server hardware."*

**Henry Svendblad**  
Director of Information Technology  
ChartOne  
2004

**Juniper Networks Offloads Processor-Intensive Tasks from Servers**

Just as Svendblad was facing the painful prospect of asking ChartOne management to spend several hundred thousand dollars in server hardware upgrades, he learned of a possible solution from a former colleague. Juniper Networks, offers a family of application acceleration platforms that offload processor-intensive tasks from servers, performing data compression, Transmission Control Protocol (TCP) connection management, load balancing, secure sockets layer (SSL) processing, and adaptive content processing of Hypertext Transfer Protocol (HTTP) traffic. By acting as intelligent front-end processors for the enterprise applications, these platforms relieve servers of a huge overhead burden and make the enterprise data center faster, more secure, and less costly to run.

By mid-summer 2003, ChartOne had rolled out a pilot installation of the DX™ 3250 application acceleration platforms. The results were immediate.

“We provided a small group of 10 to 15 people in our San Jose headquarters with a new URL for PeopleSoft application access, and within a day the word had spread and others were banging on our door to get that kind of performance,” Svendblad said.

**Fully Web-Enabled Data Center Now a Reality**

Today, the DX 3250 platform resides in front of ChartOne’s BEA WebLogic Web servers; anyone who uses any PeopleSoft application goes through the Juniper Networks box. Not only are headquarters users happy with their improved performance, but remote users can also now access applications through a browser, eliminating the need for the terminal servers. A separate Web server environment dedicated to ChartOne’s

budget-planning application – which itself had required terminal servers because of performance issues – is now fronted by a DX 3250 platform as well. With these changes, the company is finally rid of the old client-server model altogether, and fully Web-enabled.

The DX appliance improved the economics of ChartOne’s application security. Previously the company paid a hefty yearly fee to purchase certificates from a certificate authority for each of its Web servers. With the DX 3250 platform installed in front of the Web servers, only one certificate is needed.

**\$150,000 Saved in Server Upgrades**

The bottom line, Svendblad said, is that installing the DX 3250 platform enabled ChartOne to save more than \$150,000 this year in server hardware costs.

“We’ve reduced CPU usage on our servers and significantly improved memory allocation, allowing us to get along fine with our existing hardware,” he said. “And, at least for now, we’ve been able to put off purchasing the bigger LAN switch we had thought we would need.”

ChartOne plans to expand its use of Juniper Networks gear in connection with one of its own new application products. View Manager, an application service provider (ASP) offering from ChartOne, is an easy-to-use electronic chart management solution that replaces paper with secure, real-time access to digital images.

While Svendblad said he doesn’t anticipate performance problems with this custom-designed application, “as we grow our customer base, anything that lets us stretch our current hardware and get more out of it will be worth the price.”



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