



SUCCESS STORY
Healthcare

MCKESSON

MCKESSON | PROBLEM SOLVED

America's leading healthcare company needed an IT platform today with the speed and space for tomorrow. A public cloud powered by NetApp® Cloud Volumes ONTAP® and NetApp AFF gives McKesson the power to drive modern healthcare applications.

Data-Driven Innovations in the Public Cloud for Patients in Need

In healthcare, speed of delivery can mean the difference between life and death for a patient. When healthcare giant McKesson realized that it could no longer rely on its aging infrastructure to meet patient needs, the Fortune 10-listed company moved to a public cloud using the NetApp Data Fabric strategy to fuel the innovation necessary to improve patient services.

Improvement
in reliability and data protection for the cloud environment and storage

Reduction
in cost for the public cloud environment, compared to a private cloud

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NetApp®

“NetApp is helping us to drive solutions by giving us a good solid footprint in the public cloud to innovate those solutions. In the past, trying to build them on premises was more difficult because we didn’t understand the scalability that was required.”

Brad Clark
Director of Storage Systems and Data Protection

The largest healthcare company in the United States, McKesson distributes one third of all medicine in North America. To do so at the speed and scale required, the company needed a data-driven infrastructure that improved time to market.

“We view ‘data-driven’ as saving lives—because we are making sure that medication is delivered to the patient when it’s needed,” says Brad Clark, McKesson director of storage systems and data protection. “At McKesson, it’s not just a package or a prescription. To us, it’s a patient.”

Because pharmaceutical industry regulations prevent healthcare organizations from storing certain medications on site,

speed of delivery of these medications to pharmacies, clinics, and hospitals is paramount. McKesson used a private cloud as a service to support some ordering applications, but the solution had little space for the development and testing of new releases. New workloads were pushing the private cloud solution to its limit.

A SOLUTION FOR TODAY AND TOMORROW

Envisioning a secure space for developing innovative applications, McKesson used a NetApp Data Fabric strategy to implement a public cloud solution powered by NetApp Cloud Volumes ONTAP, NetApp Cloud Volumes Service, and Azure NetApp Files. The public cloud solution opened a new frontier for developers to innovate,

evolve, and test applications at remarkable speeds.

“With Azure NetApp Files, the response times were just phenomenal, in some test cases better than we see on premises,” Clark says. “The loads that we were putting on there were not insignificant. Azure NetApp Files is giving us the ability to in parallel be able to start doing some of that SAP HANA testing in the public cloud, which is bringing our timeline forward several years to allow us to seamlessly deliver solutions to our application development teams that are providing healthcare to our end patients.”

In the McKesson data center, the NetApp AFF and NetApp E-Series hybrid flash storage “allowed us to really drive out some of the

“I think that by leveraging NetApp Cloud Volumes Service we’re going to be able to seamlessly deliver capabilities to our application and development teams that allow them to provide superior healthcare.”

Brad Clark
Director of Storage Systems and Data Protection

unpredictability and instability in the environment,” Clark says. The new storage, with NetApp OnCommand® Insight, gives McKesson speed and reliability, as well as the ability to predict when the company will need to add another storage block to address performance or capacity.

Through its NetApp solution, McKesson has also been able to implement disaster recovery (DR) as a service, which provides backup and recovery in the event of an emergency and also enables the company to segregate an environment for DR tests.

McKesson relies on Azure Site Recovery to replicate the applications and virtual machines. Then Clark’s team uses NetApp SnapMirror® to replicate the on-premises data to the cloud using Cloud Volumes ONTAP.

SOLVING PROBLEMS AND BUILDING RELATIONSHIPS

According to Clark, the new public cloud solution has translated to solid business benefits. “It’s meant several things to the business. First, we had an increase in performance and reliability at a reduced cost. And with the public cloud, our developers were kind of set free. We have customers coming to us internally all the time, saying ‘This is what I want to do,’ and we didn’t have a vehicle to give to them to do it. This solution opened up a whole host of new opportunities to deliver what our customers wanted. My team was incredibly excited.”

Because of the increased reliability of the public cloud powered by Cloud Volumes ONTAP, Clark’s team was able to solve various challenges for McKesson’s business units. “That was incredibly

powerful, for my team to be able to do that and for our customers to say, ‘These guys are really looking out for us—they remember our business problems and are providing solutions,’” Clark says. “The relationship with NetApp has been absolutely critical in being able to create those touchpoints with customers. We did not have any solutions to offer them until we started working with NetApp more closely and understanding all of the different things within the public cloud that we could leverage.”

McKesson is also leveraging data to help fight the opioid crisis. The company uses NetApp solutions to help mine data and find patterns that help identify providers, clinics, and pharmacies that demonstrate suspicious patterns in their prescriptions or purchases. To mobilize and take action on signs of opioid abuse, McKesson created a

foundation, funded it with US\$100 million, and created compliance teams to advise the foundation with DEA knowledge.

IMPROVING LINES OF BUSINESS

Reliability, scalability, and availability are the metrics on which the McKesson IT team is measured. The team is tasked with delivering the services that the applications and developer teams need to innovate for the end customer. Clark strives for his team's

work to be invisible so that the company can concentrate on producing solutions to improve healthcare for customers.

The agility of the public cloud holds the key to delivering solutions more quickly. "We already have those lines of business, we just need to improve them, make them faster, make them better, make them more reliable, and I think NetApp is offering us solutions that will allow us to do that," Clark says. "Where we are today

is a direct result of the partnership between McKesson and NetApp. It allows us to deliver capabilities that we didn't have in the past and it has sent us years forward in being able to provide superior healthcare. Without that partnership, and without that relationship, we would not be where we are today."

SOLUTION COMPONENTS

NetApp Cloud Volumes ONTAP

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