

## Success story: Felix Platter hospital

The Felix Platter Hospital (FPS) is a leading Swiss center for acute geriatrics, university geriatric medicine and rehabilitation. FPS focuses on innovative, competent and continuous patient care, from acute care and rehabilitation, to the patient's return home. Working in partnership with the University of Basel, the hospital also plays a key role in international research projects.

For its IT systems, FPS employs a small team of IT generalists. External specialists assist this team in more complex projects and for the support. The hospital places its trust in the experts of dbi services for the high availability of their databases and their round-the-clock maintenance.

### felixplatterspital

Universitäre Altersmedizin und Rehabilitation

Founding year	1956
Turnover in 2015 (CHF)	96 Mio.
Patients treated in 2015	> 5000
IT infrastructure: virtual servers	>100
IT team (number of employees)	10



**Roland Zink**  
IT Service Manager  
Felix Platter-Spital

**“Reliable and competent, in 7x24 ”**

“We value dbi services greatly as our partner. The staff brings substantial experience and expertise in various technologies to our team.

With the service desk and the dbi FlexService SLA, dbi services also provides expert and efficient round-the-clock support. This is highly valuable to us.”

	<p><b>CHALLENGES</b></p> <p>In any hospital, the security of sensitive data as well as the constant availability of applications and information represent the most important IT requirements. The second challenge in the Felix Platter Hospital was the optimal Oracle licencing: The Standard Edition did not offer any real high-availability solutions and upgrading to the Enterprise Edition licence would have been costly. Thirdly, performance difficulties in the clinic information systems (CIS) had to be tackled.</p>
	<p><b>SOLUTION</b></p> <p>dbi services recommended the use of Dbvisit Standby. This innovative solution for Oracle products guarantees real high-availability without expensive licence costs. dbi services guarantees operation and maintenance with the dbi FlexService (SLA), which covers the SQL Server technology as well as the Oracle databases. It is possible to upgrade to the 7x24 on-call service.</p>
	<p><b>RESULT</b></p> <p>Dbvisit ensures the secure and constant availability of services and data with Oracle, in compliance with the application requirements. dbi services consolidated the SQL server environment, applying best practice concepts. The performance of clinic information systems has since improved considerably. The databases work highly reliably and the solutions introduced are meeting expectations.</p>
	<p><b>ADDED VALUE</b></p> <p>The dbi staff was able to successfully and competently implement the project with flexibility. Thanks to their persistence, they found suitable and innovative solutions to specific challenges. The service desk processes enquiries and tasks swiftly, proficiently and efficiently as part of the dbi FlexService (SLA). Summary: dbi services offers the FPS exceptionally professional support at attractive costs.</p>