Solution-Soft ®

iMcKesson Saves on Hardware and Support Costs with Time Machine®

About iMcKesson

iMcKesson, a new business unit accelerating the deployment and adoption of web based physician office and medical management solutions, is backed by the largest healthcare services provider in the world, McKesson HBOC, Inc. Headquartered in San Francisco, iMcKesson has over 2,000 employees nationwide who are dedicated to improving clinical decision-making and streamlining administrative processes by delivering real-time information at the point of care.

More than 6,500 clinicians are using iMcKesson's web-based clinical applications to process lab and other tests and pharmacy scripts for almost 2 million patients. iMcKesson's medical management solutions include clinical practice guidelines that are used by more than 2,100 hospitals and 900 payors, reaching more than 100 million covered lives. iMcKesson has information solutions in almost 20 percent of the nation's 5,000+ practices having more than 50 physicians. iMcKesson's nationally accredited EDI clearinghouse processes more than 100 million claims annually, serving over 8,000 healthcare organizations.

The Multiple Time Zone Issue

In Server Based Computing environments, applications that require the system time will get only the time of the server, regardless of the location of the user. This means that users in other time zones will have the wrong timestamp on the applications that they are using. Typical solutions to the multiple time zone issue have included adding an expensive server for each time zone supported, or attempting to create their own time zone software management packages. This is another costly endeavor requiring many person-months of software design, development and debugging.

iMcKesson's Challenge

With the advent of supplying their services to customers in an ASP model, iMcKesson became concerned with the huge costs associated with placing individual servers in 5 different time zones. iMcKesson was planning to have a large Citrix load-balanced server farm physically located in a central data environment within one time zone. However, without resolution of the time zone issues, iMcKesson would need to make smaller server farms and position individual users to connect to the appropriate farm based on the time zone for each farm.

Time Machine Solution

Time Machine allows iMcKesson to have a large server farm centrally located in a secure environment. It gives all users, regardless of their geographical location, access to the applications they require. Those applications are able to benefit from a virtual clock that corresponds to the user's own time zone regardless of the server's physical clock and time zone settings.

Kirk Dahl, Database Administrator at iMcKesson said, "Not only has iMcKesson saved hardware costs, but we have also reduced support and administrative spending that would normally accompany the purchase of additional hardware." Specifically, iMcKesson would have needed at least one additional FTE to manage the installation and support of new hardware, software and configurations required to maintain users within a certain group of servers designated to different time zones.

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