



# Taking the Next Step Towards Virtualization

## How One Company Made All the Right Connections by Choosing a Unified Computing System

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» Recondo Technology develops software that brings efficiencies and cost savings to healthcare payment processing. They are an industry leader in verifying patient identity, providing accurate and enriched patient eligibility information, mining data from national and regional payers, managing the authorization process, and preventing claims denials. They are located in Greenwood Village, CO and their business is growing rapidly. That's why when Recondo wanted to make the move to a virtualized computing system they turned to PC Connection—a company with an equally proven track record of success.

### A Time to Grow

Brian Jackson, Director of Technology Operations at Recondo Technology, was in search of a more efficient server solution to keep pace with their rapid growth in the healthcare market. "We acquired another company this year, and are growing at an exceptional rate," said Brian. "It had come to the point where we were poised for a technology refresh; we wanted to take the next step toward cloud computing and to utilize new server technologies," he added.

Brian and the team from Recondo visited the Cisco Customer Briefing Center accompanied by staff from PC Connection. There they received a live technology demonstration and the expertise they needed to help uncover their unique needs. After the hands-on experience, Recondo selected a Cisco Unified Computing System with Intel® Xeon® processors. This technology project was not new territory for Brian, "In the past, we built several large enterprise technologies—whether it be virtualization or cloud infrastructure, so this wasn't something new to us. Moving in the Cisco UCS direction was a new concept, but in regard to our overall enterprise infrastructure, we have built things like this in the past."

### The Right Choice Takes the Right Research

In the quest for a solution, Brian did his due-diligence. "We really wanted to take a look at the total package as far as cloud-based features were concerned. I've used Cisco switches, firewalls, and other products in the past. Cisco really took a lot of the advantages that they

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had to offer and incorporated them into their UCS blade chassis—that was a big deal for us. In my opinion, Cisco set themselves apart with regard to virtualization. They also allowed room for us to grow,” said Brian.

According to Brian, the research took a few months. “This was only because we wanted to do thorough research. We considered three or four vendors and we wanted to make sure not only that UCS was a fit, but also that the virtualization tier and the back-end storage tier were a fit,” Brian notes.

### Make It Personal

Every organization is unique, and Recondo was pleased to discover that Cisco UCS with Intel® Xeon® processors was customizable to their needs. “We’re doing a few unique things, but at the same time we didn’t want to implement leading-edge technology. We were looking to have a solid infrastructure foundation with 100% uptime. We don’t have any local hard drives in any of our blades. We also have our system set up so that if a rack, or a whole center, went down, we can fail over to another site—so, that’s something a little different,” said Brian.

Brian also points out, “We chose the Cisco UCS chassis and we have redundancy in both of our data centers. We are running VMware on top of the Cisco UCS chassis blades. To complete the whole package, we’re also running Cisco networking switches and firewalls.”

### Picking the Right Partner Makes Installation a Breeze

As with any implementation, “There were a few hiccups here and there, but nothing very hard,” said Brian.

Brian added, “So far, everything is working as expected. We have hit a few bumps in the road—as with every massive migration—but by using Cisco UCS and new cloud technology the transfer and migration have gone very smoothly.” And, Recondo’s goal is clear, “At the end of this, we want to take the hardware infrastructure out of the equation. This way, from the customers’ perspective, no matter what happens—whether it is a facility crash or just a local server crash—there isn’t any downtime,” said Brian.

All in all, Brian and Recondo Technology are happy with the project. Brian notes, “I can’t say enough good words about PC Connection. They helped us out by setting up communication with our vendors and by helping us with configuration. And their turnaround is almost within the day. They are also right on top of any custom configuration or support that we need. PC Connection is there when I need them—that’s a big plus.”

 **Call today to learn more about how Cisco Unified Computing with Intel® Xeon® processors can help you achieve your virtualization goals.**

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*—Brian Jackson,  
Director of Technology Operations  
Recondo Technology*



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