



San Francisco General Hospital

The facility realized significant ROI when all processes were finally functioning efficiently on time and within budget.

Our Client's Situation

San Francisco General Hospital (SFGH) had about 52 database servers for running various software applications used in the hospital. There were 50 SQL Server instances/servers and 2 Oracle DB servers in scope. All these servers were deemed critical.

Iyka's Mission

The key process steps that IYKA considered essential for a successful transition included:

- Review and analyze the existing documentation on the IT environment.
- Interview the SFGH team to gather knowledge about the technology components being used.
- Study the standards and processes implemented.
- Study and understand the IT Policies and procedures.
- Study the historical support and maintenance tickets.
- Review and understand the preventive maintenance measures currently in place.
- Provide ongoing support.
- Continually refresh the documentation.

Iyka's Solution

IYKA provided remote DBA support services to SFGH that included the following:

- Backup and Recovery
- Database Tuning
- Storage Management
- Upgrading and Patching
- User Management & Security
- Issue resolutions & Others

Our Client's ROI

Iyka's solution delivered significant ROI by instituting 24x7 services with architect-level certified resources that allowed all SFGH processes to function efficiently on time and within budget.

About San Francisco General Hospital

San Francisco General Hospital and Trauma Center (SFGH) is an essential part of San Francisco's healthcare system serving some 100,000 patients each year and providing 20 percent of the city's inpatient care. Recognized as one of the nation's top hospitals, it serves the community with a full complement of inpatient, outpatient, emergency, diagnostic and psychiatric services for adults and children 24-hours a day.

About lyka

Headquartered in Greater Chicago, multiple award-winning lyka is the leading expert on analytic optimization and the comprehensive utilization of all data. Its primary product is lyka dataSpryng, the only Big Data analytics platform able to read unstructured data and provide an instantaneous unified view. It is as straightforward to deploy as Microsoft Outlook and user friendly--clients get the answers they need without technical translation or dependencies. Value add solutions include lyka Team Consulting Services, which is staffed with highly experienced, experts that are closely monitored and held accountable to lyka's own exacting performance standards. Master Contracts include: University of Illinois Systems, Cook County, State of Illinois, CDW, Federal Aviation Administration (eFAST), 8(a) STARS, and GSA 70 (pending). For more information on lyka dataSpryng and lyka visit www.lyka.com or call 630-372-3900.

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