

Gateway Regional Medical Center (GRMC)

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Director of Information Systems & Telecom Dept.

Interviewer: How many computers and employees do you have?

Interviewee: Approximately 1000 computers.

Interviewer: What initially brought you to MulberryTek, and when was this? Did you have an IT company before?

Interviewee: Gateway Regional Medical Center incurred a flood that put approximately 3 feet of standing water into our Computer Room for over eighteen hours on Sunday, 9/14/08.

Interviewer: What did MulberryTek do for your company?

Interviewee: A call to MulberryTek on 9/14 led to a return call only an hour or so later at which time a virtual server arrangement was discussed with MulberryTek personnel. With the magnitude of the disaster starting to sink in (ultimately close to \$1M in lost electronic equipment was experienced), the fact that MulberryTek personnel were able to offer us alternatives to ensure the application was up and running on Monday turned out be invaluable. I can say that we would not have thought of that avenue. As a result, the Physicians in the GI Dept. experienced virtually no interruption or procedural downtime.

While local IS personnel were consumed by other matters related to the disaster, MulberryTek personnel took the ball and ran with it. In a time of disaster when existing resources are overwhelmed, that is the kind of attitude and leadership that is desperately needed.

Interviewer: How would you grade the Return on Investment (ROI) you've received from MulberryTek?

Interviewee: Exceptional. Under the Virtual Server arrangement MulberryTek backs-up their server in off-hours. One Saturday the MIS On-Call person received a call from the GI Lab Department that they could not access the server. Our on-call person called MulberryTek, and within 10 minutes the issue was addressed.

We also, sent hard drives that were under water to MulberryTek to see if they could recover the data. MulberryTek was able to recover 100% of the database and 50% of the images, which for hard drives that were under water, we all felt was exceptional.

Interviewer: Any other comments you'd like to make about MulberryTek - the people who work there, or any other aspects of their service or the work they did for you that hasn't been covered already.

Interviewee: They "proved" themselves to be a partner as they stood alongside of us in our time of need. No other vendor did that. Thus, we will be exploring opportunities to expand our relationship with MulberryTek in 2009.