

Empowering healthcare providers with rapid, reliable access to medical images.

How **Prism Medical** used Lenovo ThinkSystem SR250 and SR550 servers to keep mission-critical medical imaging systems running reliably around the clock.

Lenovo Infrastructure Solutions
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Background

Prism Medical Co. Inc. is a healthcare software provider based in Sapporo, Japan. The company specializes in medical checkup systems and picture archiving and communication systems (PACS), serving healthcare institutions across the island of Hokkaido, as well as throughout the Kanto and Tokyo metropolitan areas.

One of Prism Medical's flagship products is Prism PACS: a system used for managing and distributing image data from X-ray and MRI machines. While most PACS products offered by major vendors in Japan are manufactured overseas, Prism PACS is a purely domestic product, developed from the ground up by Prism Medical.

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Challenge

When a customer purchases Prism PACS, the company also takes care of installing and setting up the software on servers from various manufacturers. This is a useful advantage for healthcare institutions that typically use over-specified hardware products, whose purchase, maintenance, and upkeep costs also place a considerable burden on administrative teams.

Prism Medical has been able to avoid many of these issues by using servers with specifications that are appropriate for the size and needs of medical institutions, thereby keeping prices low. However, selecting and procuring the right hardware products for each customer still posed some challenges.

Mr. Katsumi Kudo, President and Representative Director of Prism Medical, explains: “We are a software company, so we are not necessarily familiar with the specifications of the latest hardware products. In some cases, we procured servers that were slightly over-specified, while in other cases, we selected servers that lacked the necessary specifications. In addition, our engineers had to set up and rack the servers in between software development tasks, which took time away from important development work.”



“As we selected and procured server products from multiple manufacturers for each project, whenever there was a malfunction or a problem, we had to individually confirm which manufacturer's server had been delivered to the customer and which manufacturer's contact point we should contact. Not only did this consume a considerable amount of time and effort, it also made it difficult for us to focus on our core development work.”

Mr. Katsumi Kudo

President and Representative Director, Prism Medical

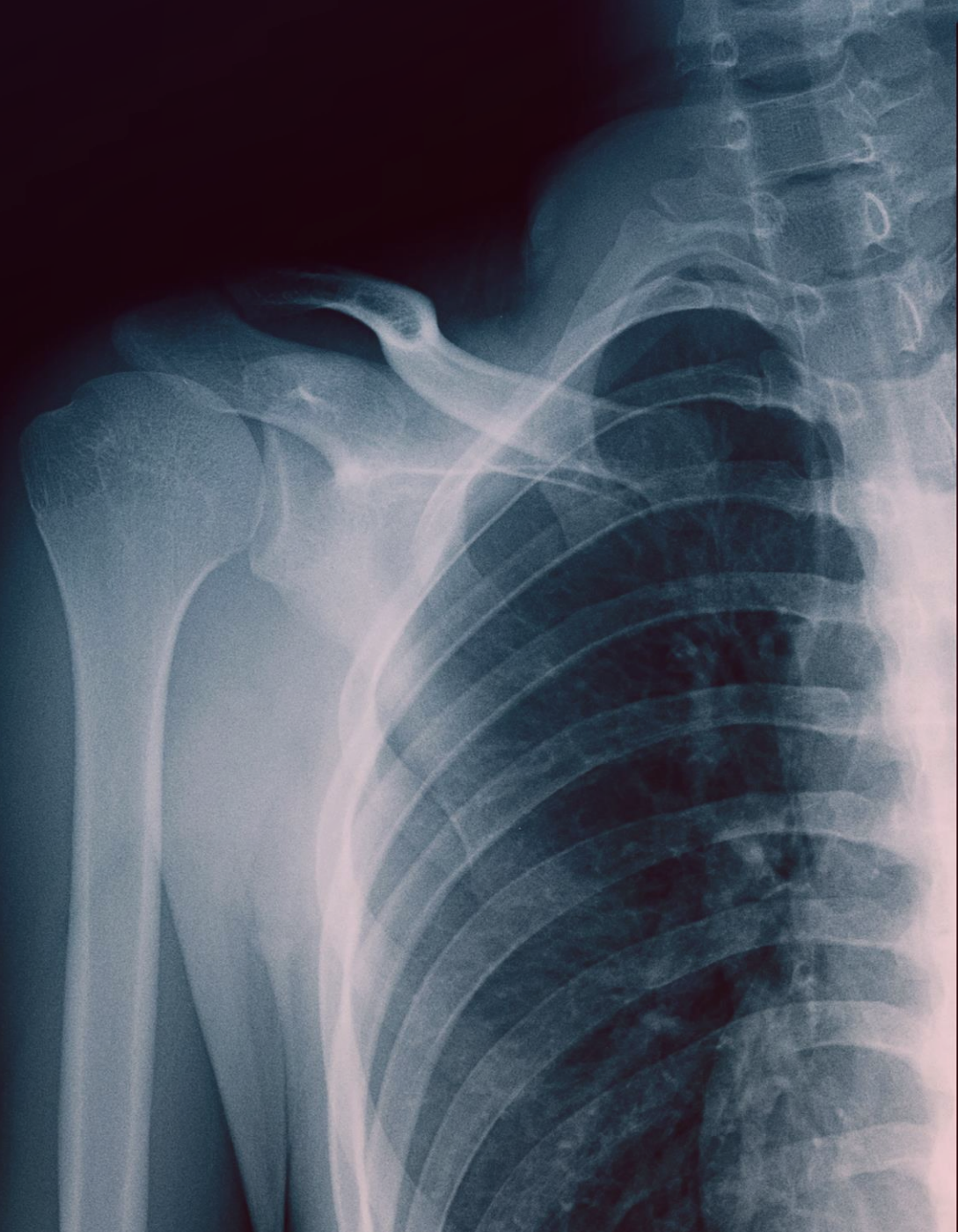
Why Lenovo? Trusted technology from one strategic provider.

To solve the problem, Prism Medical decided to narrow down its server procurement to one vendor. For some years now, the company has exclusively procured Lenovo servers from Metric Corporation, a system service provider based in Sapporo.

Metric was originally founded by former IBM Japan employees and, as a partner of IBM and Lenovo, has experience of working with products from both companies.

According to Mr. Takayuki Kurisu, Metric's Vice President: "With a few exceptions, most of the server products we provide are Lenovo products. We have a wealth of expertise in Lenovo products, and our close partnership with Lenovo allows us to provide detailed proposals and support to our customers."

Working with Prism Medical, Metric takes care of the sizing, model selection, and operational verification of server products that run Prism PACS, allowing Prism Medical to concentrate on its core business of software development.





“Lenovo's server products are attractive not only for their functionality, performance, and stability, but also for their excellent maintainability through remote monitoring using Lenovo XClarity.”

Mr. Tatsuru Abe

Sales Representative, Metric Corporation

Solid foundation for PACS workloads.

Today, Prism Medical and Metric jointly offer a solution that combines Lenovo ThinkSystem SR250 and SR550 server hardware with Prism PACS software. Prism Medical first interviews medical institutions about their PACS requirements. Metric then uses that information to determine the configuration of Lenovo servers that will meet those requirements.

The partnership between the two companies is already bearing fruit, with one medical institution installing a system that runs Prism PACS on a Lenovo ThinkSystem server equipped with a large disk for storing image data, up to 20 TB in total. In addition, they have already provided several other medical institutions with a combination of Lenovo servers and Prism PACS, and have received numerous inquiries.



“Prism PACS is installed on Lenovo ThinkSystem servers and carefully tested before being deployed at the customer's site, so that if any problems should occur, we can immediately respond to the problem on site.”

Mr. Takayuki Kurisu

Vice President and Representative Director,
Metric Co.

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Results

Thanks to the collaboration with Metric, Prism Medical has been able to provide its customers with hardware systems at much lower prices than before.

“In the past, when we asked for a quote from a server manufacturer's sales representative, they would often suggest specifications that exceeded what we needed,” recalls Mr. Kudo. “Now that Metric offers us the right specifications, we are able to cut server procurement costs by nearly half in some cases. This means that we can offer systems to our customers at reasonable prices.”

Unifying the Prism PACS operating environment on Lenovo ThinkSystem SR250 and SR550 servers has also brought an important improvement to overall stability.

Mr. Kudo states: “If the Prism PACS solution were to stop working, our customers would not be able to use X-rays or MRIs at all, and their operations would come to a halt. The underlying system must be extremely stable and robust as a result, and Lenovo ThinkSystem servers are very reliable in this respect.”

In addition, Lenovo and Metric's support teams are ready to react fast in the event of any issues, which gives Prism Medical greater peace of mind.

“In the past, when we installed servers from other manufacturers, they claimed to provide 24/7/365 support and on-site support,” notes Mr. Kudo. “However, when problems actually occurred, we had to gather a variety of information to contact the support desk, and the manufacturer's or distributor's representative had to travel onsite to assist us, which took some time.”

Now, with Lenovo ThinkSystem servers, Metric carefully tests Prism PACS before installing it at each customer's site. In the unlikely event of a problem after installation, a Metric representative can immediately come to the site and take care of the problem.

Having been freed from the task of building and operating infrastructure by adopting Lenovo ThinkSystem servers, Prism Medical can dedicate more time to its core business of software development and sales. This has enabled the company to focus on promoting Prism PACS on a larger scale, not only to medical institutions in Hokkaido, but also to those throughout Japan.

Mr. Kudo concludes: “We are currently finalizing a contract with a partner company to sell Prism PACS under a different brand. If this is realized, our sales channels will expand dramatically, and we expect to win new business at the rate of about 100 accounts per year. Of course, we intend to use only Lenovo ThinkSystem highly reliable servers as we grow.”



- ✓ 50% reduction in server procurement costs for some customers
- ✓ Ensures high performance and reliability for critical medical systems
- ✓ Frees teams to focus on software development and sales



“In the future, we would like to expand into areas such as telemedicine, and we will definitely utilize Lenovo products to develop advanced digital medical solutions.”

Mr. Katsumi Kudo

President and Representative Director, Prism Medical

What will you do with Lenovo smarter infrastructure solutions?

The Data-Centered provide a rock-solid platform for running mission-critical medical imaging systems with Lenovo smarter infrastructure solutions.

[Explore Lenovo Smarter Infrastructure Solutions](#)

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