

## Challenge

As the IT Director for Avadyne Health, Rob Ayer's main job function is to maintain his company's system reliability to prevent system downtime, and to make system upgrades that don't disrupt the course of daily business. Yet, the challenges his IT department faces from a technology perspective don't stop there.

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**Rob Ayer**  
IT Director  
Avadyne Health

Avadyne must account for continually changing privacy and compliance requirements mandated by the healthcare industry. Therefore it must be nimble and able to scale intelligently. Complicating matters further, Avadyne has absorbed several mergers and acquisitions over the course of a few years. As a result, Ayer's IT department inherited a wide variety of disparate technology components during those transactions, resulting in significant integration, consolidation and normalization initiatives.

"Avadyne is a more nimble company than some of our competitors," says Ayer. "In fact that nimbleness is what differentiates us. And in order to maintain that stance we need to source IT equipment that allows us to add and subtract cost-effective High-Performance Computing (HPC) components; they need to work well in our existing ecosystem, arrive on time, on spec, and can't break the bank."

## Solution

Ayer envisioned huge economies of scale for Avadyne if it could employ a homogenous environment, but then also saw risk in having to work with a large hardware manufacturer that isn't as quick and lacks the technology expertise needed to cost-effectively put

together such an environment. Fortunately, that's where Silicon Mechanics shines.

"Silicon Mechanics is unlike any hardware vendor I've ever worked with," says Ayer. "For example, they provide a single point of contact for engineering and sales resources. Others may claim to do that, but Silicon Mechanics takes this concept extremely seriously. In fact, my rep consistently exceeds my expectations and I trust them to provide me with solutions I might not have otherwise thought of."

According to Ayer, Silicon Mechanics' technical expertise really comes into play when identifying how well each vendor's products will work within a HPC system.

"Silicon Mechanics' experts really listen and are very honest when recommending solutions," Ayer says. "They helped us stitch together a COTS subsystem, and a virtualization infrastructure from vendors like Supermicro, which helped us condense our platforms from three racks (each) down to one while maintaining resiliency and increasing capacity. That was a major leap forward for Avadyne in terms of our scalability."

## Results

The results of selecting to partner with Silicon Mechanics as its system integrator of choice to build its system include:

**1. The Desired Economies of Scale** – Ayer now owns a fully homogenous computing environment, which was his primary goal.

The fact that he also achieved enormous cost savings as a result was a huge bonus.

"I have what we need to be nimble," he says. "I know what my costs, performance and features are going to be as we grow so I know how and when to scale, and for our department that's key."

**2. One Point of Contact** – Ayer has one route to contact support, engineering and sales at Silicon Mechanics.

"As a result, they deliver the right part, on time," says Ayer. "That can't be overstated in this industry. Delays in getting the right components ultimately slow us down by weeks or months."

**3. "Expert included."** the Silicon Mechanics approach, and how it engages with its customers added to building trust and confidence in the relationship. According to Ayer, Silicon Mechanics, "takes customer service to the next level. In fact, their technical and engineering expertise is so tight that it allows us to remain nimble. I have no need or desire to deviate."

Overall, Silicon Mechanics has helped Avadyne Health achieve IT operating efficiency, while giving it the ability to scale when and as needed. The two companies have been partners for four years, and as Ayer states, "we will be partners as long as it is possible."

