

Medical & Surgical Products Supplier Migrates to the Data Storage Cloud to Save Time, Money and Lives



The Claflin Company is a full-line distributor of medical and surgical products sourced from over 500 regional, national and international suppliers. One of Rhode Island's oldest companies, Claflin considers its leadership in supply chain management and logistics to be a key competitive advantage in servicing healthcare providers.

THE CHALLENGE

Founded in 1817, Claflin has been in the healthcare industry for over 200 years. But that doesn't mean they use yesterday's technology. In fact, Claflin is considered a pioneer in the adaptation of Just-in-Time (JIT) inventory techniques to acute care providers, and has a long history of innovation in serving the healthcare supply market.

Together with sister company CME Corp., a leading supplier of medical equipment, Claflin operates facilities in Rhode Island, New York and California. A nationwide network of affiliated sales companies, strategically located warehouses, and field-based sales reps ensure crucial medical supplies are promptly delivered to healthcare providers across the country.

All these different locations and employees would connect to Claflin's central IBM i/AS400 for their core business activities including generating sales quotes, order entry and tracking,

checking inventory status, etc., and to access the company's ERP software application, A+. If there was any kind of performance or connectivity issue to the central server it would affect the entire company, bringing operations and revenue generation to a halt.

THE SOLUTION

Mike Oliver, Claflin CIO, understood back in 2014 that migrating to the cloud would solve most of their performance issues and would improve connectivity, resource allocation and redundancy over the current system. However, at the time the company was growing so fast that management was reluctant to disrupt operations to move to the cloud. They agreed only after Mike proposed using two different cloud providers, Data Storage Corp/SIAS for the IBM i/AS400, and Vertacore for Claflin's Intel/VM environment.

THE RESULTS

The initial onboarding and migration of the IBMi functions to Data Storage Corp/SIAS went well. The only speedbump: a unique tape drive was required to capture the initial full-save backup that would migrate the data to DSC's cloud. DSC/SIAS went above and beyond to procure a compatible tape drive for Claflin.

Claflin continued to use both DSC for its IBMi needs and Vertacore for the Intel/VM hosting for the next few years. In 2018 they decided to test the hosting of several VMs that communicated directly with the IBMi in DSC's infrastructure. This transition also went very well and allowed Claflin to consolidate to a single cloud provider, streamlining communications and support while eliminating vendor overlap. Claflin has continued to add more and more VMs using DCS and will continue to do so.

DSC/SIAS continues to deliver outstanding service and support daily. Claflin recently reported an after-hours issue with a server to which it did not have access. A support ticket was generated around 7 PM and within 30 minutes the problem was resolved. As Lisa Golia, Claflin project manager, stated, "You have to love cloud services!"

To find out more about how Data Storage's Cloud Services offering can improve your business efficiency, please email us at: info@datastoragecorp.com, or call 212-564-4922.

