**CommuniGate** SYSTEMS

**INDUSTRY**

Gritman Medical Center is a non-profit, critical access medical center located in Moscow, Idaho. Founded in 1897, Gritman Medical Center offers a full range of medical services including emergency, surgical, birthing, medical imaging, therapy and home health. They are a people-focused, community-driven organization that delivers excellent and compassionate healthcare for their communities. The staff at Gritman Medical Center strives to be all that you need them to be and more, partnering with you to develop a healthy lifestyle.

True to their commitment to remain at the forefront of advancements in medicine, you will find that many of the programs and services they offer are not commonly found in a community hospital. Whether you visit Gritman Medical Center for an inpatient stay, an outpatient test, to donate blood or to visit a loved one, they will do all they can to make your stay satisfying. That is their goal and that's what makes Gritman Medical Center your community hospital.

### CommuniGate Pro Enables Healthy Communications at Gritman Medical Center

**CHALLENGE**

Gritman Medical Center was previously running Sendmail and Pine across a single HP D380 Machine running HPUX 10.2. While this configuration was compatible with their daily operations, they were looking to upgrade and retire their old system to less expensive hardware, and a non-Microsoft based operating system, as well as start to take advantage of the IMAP and MAPI features they were not administering. The technical staff at Gritman Medical Center decided to look at three compatible solutions per Kris Peterson, the senior systems analyst: Kerio's MailServer, SuSE OpenExchange Server and CommuniGate Pro. While all three solutions offer a large array of services, CommuniGate Pro, "provided all the functionality that we wanted at a reasonable price."

**SOLUTION**

The only real problem Gritman Medical Center faced was getting off their old HPUX system with a character-based e-mail interface, while retaining the outstanding stability this service provided. CommuniGate Pro on a Linux-based system delivered the solution. Peterson added, "Thanks in part to the Command Line Interface, I was able to write a few simple scripts to export our 500 user accounts

(usernames, passwords, address books, and all e-mail), and was even able to add a new welcome message directly into our new CommuniGate Pro setup. In total, there might have been an hour of downtime while my scripts ran through many years of messages."

CommuniGate Pro delivers all of the functionality and reliability they expected at a reasonable price. "I liked that CommuniGate Pro has multiple skins to choose from, and the flat file structure has been a huge blessing. The OS support is incredible and has allowed me to escape from the Microsoft trap. As for administrative time, I work on it when I want to, not when it demands me to."

**SYSTEM ARCHITECTURE**

Gritman Medical Center is in the process of doing a major overhaul of their internal technological setup. Since CommuniGate Pro runs on every major platform, they do not need to worry about compatibility issues when purchasing their new hardware. Currently, Gritman implements CommuniGate Pro on a single 1.8Ghz Intel Xeon Processor box with 1GB of RAM. For their storage needs, Gritman has a hardware-based RAID 5 array formatted with ReiserFS under SuSE Linux v9.1. Volume levels are managed under LVM for easy future expansion.

**BENEFITS**

CommuniGate Systems provides Gritman Medical Center with the communications server they need. The Administrators, "Are most interested in their end-users having a positive experience." In nearly 3 years of implementation, they have never had to call the CommuniGate Systems tech-support team to report or resolve any problems. According to Peterson, "We have only had three unexpected situations where the service CommuniGate Systems provides stopped, and the solution was just a quick server reset. The only other downtime we have had was due to loss of power."

CommuniGate Pro supplies Gritman Medical Center with the tools needed to keep their staff constantly connected. "I normally work from the command line, and have enjoyed the ability to backup and restore user mailboxes quickly and easily. I have done this with a combination of Simple Bash Backup Script, FTP with expect, crontab and tar. Because of CommuniGate Pro's core design, this combination has worked flawlessly," concluded Peterson.

655 Redwood Hwy Suite 275
Mill Valley, CA 94941
**T** 800 262 4722
**F** 415 383 7461

CommuniGate
SYSTEMS

**www.communigate.com**