

# New backup colocation site allows Harris Health System to achieve superior resiliency and redundancy for patient apps and systems



Harris Health System is a fully integrated healthcare system that cares for all residents of Harris County, Texas. It includes 18 community health centers, five same-day clinics, five school-based clinics, three multi-specialty clinic locations, a dental center and dialysis center, mobile health units and two full-service hospitals. Harris Health System is the public health system for the nation’s third-most-populous county and it includes one of only two level 1 trauma centers serving Houston, Texas.

### Challenge

Harris Health System was outgrowing the aging building that housed their servers. They needed a true backup center to protect data and systems involved in caring for patients and a facility safe from the impact of Gulf Coast weather, yet not too far for their technicians to travel for maintenance.

### Solution

After a thorough investigation of options for data including building their own backup center, the Harris Health System team decided that colocation made the most sense operationally and financially. Also, the weatherproof Fibertown data center in Bryan offers necessary protection from hurricanes and tornadoes while relieving Harris Health System from maintaining their own data center. This cost-effective solution provides stable backup services plus business continuity solutions and unique disaster recovery features.

**HARRISHEALTH**  
SYSTEM

**+48**  
CLINICAL LOCATIONS  
THROUGHOUT HARRIS COUNTY

**+8.7k**  
EMPLOYEES

**+169,719**  
EMERGENCY VISITS

**+1,764,025**  
OUTPATIENT CARE VISITS



“The Fibertown team is honored to partner with Harris Health System. We are humbled by the trust the organization places in our people and facilities to protect critical IT Infrastructure from storms and other threats. We take our job of providing data center services very seriously so they can continue to fulfill their mission of caring for patients.”

JOE LANGSTON, VICE PRESIDENT OF OPERATIONS, FIBERTOWN

**Why Fibertown?**

**Proximity**

- + Fibertown’s Bryan location houses Harris Health System’s backup data in a storm-proof building that’s far enough from the Gulf Coast to minimize hurricane risk, yet not too far for technicians to travel to perform maintenance.

**Low weather threat**

- + Fibertown’s Bryan location ranks low in threats from storms. Clients are able to transfer data production from North Houston to Bryan during hurricane season.

**CEOC**

- + Fibertown’s facility houses a Community Emergency Operations Center so clients can benefit from services like advanced weather reporting and emergency planning.

**Flexibility**

- + Fibertown is accommodating in addressing challenges like finding conducive times for migration of data that do not risk other parts of business operations or compromise patient care.

The Fibertown solution met all of Harris Health System’s requirements:



Reliable backup for a healthcare system serving millions of patients



Safe, storm-proof facility easily accessed from Houston



Cost-effective solution

**About Fibertown**

Our Houston data center is located on a Digital Realty Campus, easily accessible from two major highways. Megaport-enabled and operated by the world’s largest data center provider, our Houston team provides Fibertown’s signature high-touch service, expertise and family feel.

Our Bryan data center is far from the coast for safety and it is home to the Brazos Community Emergency Operations Center (CEOC), a multi-jurisdictional organization comprised of emergency management personnel. The Bryan data center offers access to two separate, geographically diverse, frequently tested utility substations. Its primary substation also feeds the utility company headquarters.

We believe extraordinary service should be ordinary. Highly trained and experienced, Fibertown’s customer care team provides dedicated, round-the-clock service.

