

VIEWPOINT



Rick Hopper

CIO, MOLINA HEALTHCARE

Rick Hopper is chief information officer for Molina Healthcare, where he leads the IT strategy and operations.

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With Data Virtualization, Health Care Firm Reduces Costs, Increases Efficiencies

As a health care provider, Molina Healthcare is unique. No other organization offers health plans, medical clinics and a health information management solution. Its IT needs, however, are common. Like any organization undergoing rapid growth, Molina faced escalating storage costs and the need to transform IT to increase efficiencies. CIO Rick Hopper addressed those needs by reducing the organization's nonproduction database footprint by 800 terabytes with data virtualization technology.

What are your key priorities as CIO of a major health care player?

Over the last few years Molina has doubled in size. Our revenues, membership and number of employees have all increased. As CIO, I'm focused on how the IT organization can manage that growth while addressing security and compliance issues, and responding to line-of-business applications and project requests.

How did data management practices constrain desired business outcomes around your key priorities?

We faced a lot of challenges prior to implementing Delphix. At the time, we were focused on siloed structures within the IT organization. Because of the company growth, our storage costs were projected to increase. We had a significant number of projects and applications, and production data was increasingly being copied into nonproduction environments. Time was another problem. Data replication took hours to complete every night. As far as data management practices, prior to Delphix we didn't have a lot of them. We were very reactionary.

How do you describe the approach you chose and the solution selected?

We needed a creative solution that would

offer us agility and scalability while saving us money. That's what drove us to look at Delphix and what they were doing around data virtualization. We had successfully implemented a converged infrastructure strategy and had seen a lot of advantages, everything from consolidation of our requirements in data centers to being able to deploy applications more rapidly. So convergence and virtualization were concepts we were already familiar with when we began working with Delphix.

How has your investment impacted IT processes?

The processes and technologies we've brought in to manage company growth have proven beneficial. While Molina has more than doubled in size over the last three years, our actual head count to support the IT infrastructure has not increased. Delphix is one of the better examples of the ROI we've been able to achieve. We've saved between \$6 and \$10 million over the past three years in physical storage alone.

What advice do you have for other CIOs struggling with growing data complexity?

I don't think it's going to get any easier. CIOs need to work closely with their current vendors to understand their roadmaps and what they are doing to help us in the future. Also look at emerging and disruptive technologies that will have a transformational impact. Look for technologies that support business cases, and adopt solutions that reduce vendor lock-in. While I like working with my technology vendors and partners, I want to make sure I have architectures and models in place that allow me to have some independence. Working with vendors like Delphix allows me to have that flexibility. ■

