Legacy Health transforms patient care and IT efficiency with Nutanix

Oregon's leading nonprofit healthcare provider streamlines infrastructure and boosts innovation

Business Need/Overview

Legacy Health is a leading nonprofit healthcare system in Oregon. It operates six hospitals, including a full-service children's hospital, a 24-hour mental and behavioral health services center, and more than 70 primary care, specialty, and urgent care clinics. The organization employs 14,000 people—including nearly 3,000 healthcare providers, 72 in the broader infrastructure engineering group, and a specialized 7-person platform team—providing care across the Portland and Vancouver metro areas and mid-Willamette Valley.

Jon Edwards, Director of Infrastructure Engineering, and Curtis Stoecklin, Manager of IT Services, lead Legacy Health's IT transformation. Jon oversees infrastructure engineering across five disciplines including, platform engineering, enterprise networking, and biomedical engineering. Curtis manages the datacenter and cloud operations, overseeing all core infrastructure functions with a lean but skilled team of seven. Together, they are focused on modernizing systems to enable high-value innovation and ensure clinical continuity.

At the heart of their mission is a reliable, agile IT infrastructure that supports everything from electronic medical records to 3D medical imaging. To enhance agility, simplify operations, and improve system reliability, the organization partnered with Nutanix to modernize its infrastructure, unlocking new efficiencies and enabling its IT team to focus on strategic, high-value initiatives.

Challenge

By partnering with Nutanix, Legacy Health transitioned from a traditional three-tier architecture to a new, integrated infrastructure, streamlining operations and boosting reliability. This transformation empowered the team to more easily meet the growing demands of medical imaging and system updates with greater confidence and consistency.

As a 24/7 healthcare provider, Legacy Health needed an infrastructure solution to ensure continuous availability to support uninterrupted patient care. Adopting a more scalable and dependable platform positioned the organization to accelerate innovation while streamlining operations and reducing costs.

Industry
Healthcare

Location
Americas West

Employees
14,000+

Website
https://www.legacyhealth.org/

Key Benefits

Time and cost savings
- Over 300 hours of monthly maintenance eliminated. One-click updates replace time-intensive firmware and software tasks, streamlining what once took 16+ hours into a fast, automated process.

Centralized Infrastructure
- Unified visibility and access with Prism Central reduces IT overhead and enables secure self-service for clinical teams.

Reliable Support
- Quick feature updates, including the addition of storage trimming, led to a 6% improvement in backup performance, showcasing Nutanix's responsiveness to real-world customer feedback.

Solutions
- NCI (Nutanix Cloud Infrastructure)
- NCM (Nutanix Cloud Management)
- NUS (Nutanix Unified Storage)
- AHV

Solution

Legacy Health chose Nutanix for its maturity, simplicity, and powerful software-defined capabilities. Curtis Stoecklin described their phased implementation approach:

"First, it was how to solve the complicated and unreliable three-tier systems we had at our medical centers. We introduced this to our data center, and then we thought, well, what if we took this even further? We said, what if we can run our core electronic health record system on this? This infrastructure is more reliable than the hypervisor that we currently have in play."

Jon Edwards highlighted this as a pivotal achievement: "Making Epic work on our Nutanix environment was a big deal for us. It was the meat of the story. We collaborated, tested, and ultimately succeeded in running Epic ODB entirely on Nutanix—an industry first for a deployment of our size." Curtis expanded, sharing, "We weren't the first Nutanix customer to run ODB on Nutanix, we were the first to run ODB on Nutanix with Pure Storage over NVME over TCP."

Their environment now includes Nutanix Cloud Infrastructure (NCI), Nutanix Cloud Management (NCM), Nutanix Unified Storage (NUS), and AHV as the primary hypervisor for their core electronic health record system. Nutanix AHV is running on top of HPE ProLiant DX385 Gen11 servers, powered by 4th Generation AMD EPYC™ 9004 Series Processors and NVIDIA® Mellanox® ConnectX®-6 network adapters..

Customer Outcome

Enhanced uptime and service

Nutanix has significantly minimized downtime for Legacy Health, ensuring that administrative and medical operations run smoothly and efficiently. This reliability is crucial in a healthcare environment where interruptions could directly impact patient care. Curtis shared how Nutanix's reliable architecture provides peace of mind:

"With the previous setup, my blood pressure would go up every time we had to do an update or maintenance. With Nutanix, it's like a weight has been lifted off. Now, sometimes I don't even check in until I go to bed because I know it's going to be fine."

By enabling seamless, on-schedule updates and reducing the complexity of maintenance, Nutanix has eliminated after-hours disruptions and system slowdowns, allowing clinical teams to focus fully on patient care.

Operational simplicity and time savings

With Nutanix, Legacy Health has achieved remarkable efficiency gains. The streamlined maintenance processes have reduced the time spent on support and patching. The infrastructure allows engineers to focus more on strategic projects, automation, and application development.

> "Proving that Epic's ODB for customers our size would run successfully on Nutanix was a colossal accomplishment. In tandem with Nutanix and Epic, we not only proved that Nutanix can handle the load, but it was a legitimate alternative to well-established incumbents as well as Cloud offerings. And for a regional healthcare provider, we've had an opportunity to lead with future-looking technology partners while honoring financial stewardship of our hospital system."

Jon Edwards
IT Director, Legacy Health

"Implementing Nutanix has drastically reduced the time spent on maintenance and support—by approximately 80 hours per month per medical center. Across their facilities, that equates to a total of around 300 hours saved each month, allowing engineers to focus on higher-value tasks," Curtis highlighted.

Innovative support and partnership

Legacy Health views Nutanix as a true partner rather than just a vendor. Curtis Stoecklin emphasized the collaborative effort, noting, "Everybody's excited about that. My engineers are excited about it. Your engineers are excited about it. When you get a lot of really smart technical people excited and all heading in the same direction, really great things come out of it."

The strong partnership between Legacy Health and Nutanix has fostered innovation and strengthened their overall infrastructure, ensuring continued success and growth.

Next Steps

With a new budget cycle on the horizon, Legacy Health plans to continue expanding its Nutanix footprint, including implementing AHV to support their Citrix environment, which provides the critical connection to clinical systems for Legacy providers.

"We want partners and products that are continuously trying to earn our business and earn our trust. And to this point, and hopefully, for the undefined future, Nutanix will continue to operate with that at the forefront. From my perspective, that has been the most significant driver in making Nutanix a partner to Legacy today," shared Jon.

Additionally, Legacy Health is exploring the use of Nutanix Metro (active-active) Clusters to further enhance redundancy and disaster recovery. While the infrastructure provides resilience during updates and maintenance, additional disaster recovery measures are being considered to improve protection and maintain uninterrupted operations. Nutanix remains their platform for building future-forward services that help doctors, nurses, and patients alike.

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