

Mercy Behavioral Health



Why Ascent Data

- Knowledgeable and helpful staff
- SAS 70 Type II compliant
- Resilient power and UPS systems
- Highly secure facilities

With nearly 60 locations around the greater Pittsburgh area, Pittsburgh Mercy Health System is a provider of mental health, mental retardation, and drug / alcohol treatment and prevention services.

Background

Richard Ong, Mercy's Director of Information Science, began researching colocation solutions back in 2008. Mercy had undergone rapid growth, and Ong was looking for a data center that could accommodate that growth and had the potential to expand as necessary in the future.

Solution

Mercy has a staff of over 1,600 people, their locations branch out over 50 properties, and their infrastructure runs upon dozens of servers. "Consequently," says Ong, "SAS 70 Type II compliance, resilient power systems, and secure facilities – all those things were very important to me when I was choosing a data center. Ascent Data satisfied my requirements on all those fronts."

Ong looked at other providers but ultimately I liked how professional and personal the relationship is at Ascent Data. "They really stand out when it comes to service. Not only is this an advantage for me, it gives my organization more credibility when it works with a good partner," says Ong.

Ong's decision was also influenced by the technical merits of Ascent Data's staff. "When you're going to invest in colocation, it's important to optimize your decision. I was impressed with the knowledge and expertise Ascent Data brought. I look to a colocation provider who can add value to the decisions I make."