

## Grand Rapids Area Medical Education Consortium (GRAMEC)

This organization, now known simply as MERC (Medical Education and Research Center), has been an ongoing customer of Kore / Hi Com since 1990. This research and education facility collaborates primarily with Michigan State University, Grand Valley State University, Spectrum Health (formerly Butterworth and Blodgett Hospitals), and St. Mary's Hospital to create and conduct integrated training programs for health care professionals.

MERC has experienced rapid growth, and as a result, has moved its facilities twice in recent years. In both cases, K/HC has assisted MERC with relocation and redeployment of computer and network resources. Along the way, several projects have been entrusted to K/HC, including:

- full migration from a Novell network to Microsoft NT (later to Win 2K)
- implementation of a Citrix Metaframe server farm which serves to lock-down desktop machines so that network administrators have complete control of the PC environment – ensuring standardized installations and centrally managed upgrades/roll-outs. It also allows off-premise users to access their network sessions transparently in remote-control fashion
- integration of fax and email systems to allow direct routing of faxes to recipient's in-boxes
- security infrastructure upgrades consisting of firewalls, a "DMZ", intrusion detection, mail filtering, Internet content filtering/site blocking, and anti-virus upgrade automation
- installation of a high-speed gigabit network backbone for data and video-conferencing
- upgrade and ongoing maintenance of a Linux based email server
- upgrade and ongoing maintenance of access servers which provide free Internet access to medical professionals affiliated with MERC.

Kore / Hi Com also provides full service technical support (including emergency response) to MERC on a contract basis.