

CUSTOMER PROFILE - ENTERPRISE BACKUP SOLUTION

St. Charles Medical Center operates in a 24x7 environment – network downtime for backups is not an option.

The Challenge:

St. Charles Medical Center – Bend and St. Charles Medical Center – Redmond are located approximately 20 miles apart in a rural area of Oregon. The hospitals operate in a 24x7 environment. Network downtime - for any reason - was not an option. However, during the evaluation of backup solutions, system administrators discovered that most solutions require extended windows of weekend downtime in order to achieve a full backup. The weekend backups at St. Charles had grown to approximately 56 hours. A solution that did not require network downtime to perform backups across the LAN was crucial.

The Solution:

St. Charles purchased a STORServer Model W2000 integrated with an IBM Model 3483 LTO-2 Library and an IBM xSeries Model x345 server.



Because the STORServer Appliance only requires incremental backups, crucial network bandwidth is preserved. With hot backup capability on its numerous databases, disk storage

Summary

Bringing down the LAN for extended periods of time in order to accommodate backups had become the norm at St. Charles Medical Centers. Weekend backups had begun to spill over into the work week, totalling approximately 56 hours. It became critical to find a solution that would run simultaneously with the LAN and associated databases. With the help of a savvy technical consultant and authorized STORServer reseller, St. Charles Medical Centers chose a STORServer Model W2000, which successfully keeps the LAN and databases operational 24x7.

is minimized and patient services are kept available over the weekend.

The use of IBM's Tivoli Storage Manager (TSM) as the engine for the STORServer Backup Appliance is a key component in the ability to meet a small backup window. Layered on this industry-leading engine is STORServer Manager (SSM), STORServer's innovative control panel for TSM. This software allows St. Charles to manage every aspect of the solution from an easy to use graphical interface.

"We had no implementation issues with the complexity of TSM because of STORServer Manager," said Reave Castenholz, the Backup System Administrator for St. Charles. "We have very complex file filtering requirements. It's all managed through the STORServer Manager interface – we don't have to write our own scripts."

"STORServer has done everything we were promised it would do. We have reduced our backup window from 56 hours to just 3 hours" – Richard Butler, Information Services Team Leader for St. Charles.


System, Storage, & Data Protection Appliances

“We have reduced our backup window significantly...”

Saved time is another benefit that St. Charles has found with STORServer. On average, system administrators spend only 10 – 15 minutes reviewing daily backups. “We have reduced our backup window significantly,” reports Castenholz. “We used to have staff on call all weekend. This requirement has been totally eliminated, allowing staff members to concentrate on their primary responsibilities.”

St. Charles saves additional money with the tape reclamation process within STORServer. This feature allows the hospitals to keep tapes full of active data, while deleting what they don’t need. STORServer accomplishes this by tracking all files on each tape. When it recognizes that many of the files on a tape are outdated, it writes the current files to a new tape, allowing the old tapes to be reused. Reclamation is done automatically, without administrator intervention. “The database is so strong,” said Castenholz, “it keeps track of everything well.”

This strong database also enables St. Charles to archive data. The archive functionality within STORServer is used to protect files that need to be kept indefinitely, or for a specified period of time. In the St. Charles case, the archive functionality

allows them to meet HIPPA and internal data retention requirements.

After implementing the STORServer appliance, St. Charles did a trial restore of data for over 3,500 users in less than 24 hours. “If we were on our old system, doing a recovery like this wouldn’t have been possible,” said Pete Pederson, Lead Systems Administrator for St. Charles.

Results

“Our overall satisfaction level with the STORServer is extremely high,” said Castenholz. “Considering the smooth installation and the performance of STORServer thus far, we are pleased we made the choice we did.”

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—Reave Castenholz, Backup System Administrator for St. Charles

