arcserve®

University Hospitals of Derby and Burton NHS Trust ensures continuity of patient care

CLIENT PROFILE

INDUSTRY: Healthcare

COMPANY: University Hospitals of Derby and Burton NHS Trust

EMPLOYEES: 12,500

32x faster system recovery, 3x faster backups and reduced service outages during migrations all help ensure the efficiency and continuity of patient services.

PROBLEM

Data loss or poor system availability can quickly impact patient care. With total system data recovery from tape taking up to two days, the trust needed to update its data protection and DR capabilities.

SOLUTION

A new data protection and DR solution based on six Arcserve appliances protects over 200 TB of critical data for the trust, including clinical systems, with replication between multiple data centres.

RESULTS

With Arcserve, the trust can recover data 32 times faster, has reduced backup times by two-thirds, can minimise downtime during migrations, and has instant access to systems and data at a secondary location, all of which help safeguard patient care.

THE PROBLEM   `Lengthy data recovery puts services at risk`

University Hospitals of Derby and Burton NHS Trust provides maternity, children's, cancer, emergency and trauma services to patients across Derbyshire and Staffordshire. Formed in 2018, the trust brings together five hospitals with the goal of providing exceptional care together through compassion, openness and excellence.

With the move to electronic patient records, digital systems and data are increasingly critical to day-to-day patient care for the trust. "Poor system availability or data loss could quickly impact staff efficiency and delay patient treatment," says Martin Summers, Senior Systems Engineer at University Hospitals of Derby and Burton NHS Trust. "We need to ensure that in the event of a server outage, or an accidentally deleted file, we can quickly provide staff with access again."

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> *– Martin Summers, Senior Systems Engineer*

The amount of data that must be recoverable is rapidly growing as the hospital rolls out a constant stream of new applications and higher resolution imaging devices. The IT team was using four main tape libraries to protect its increasing data volumes. But with backups starting to extend to 24 hours and restoring data from tape taking up to two days, the trust recognised it needed to update its capabilities.

THE SOLUTION   `Arcserve appliances protect over 200 TB of hospital data`

The trust's IT team investigated nine different backup vendors before creating a shortlist of three. Following a comprehensive and successful proof of concept (POC) exercise, the IT team selected Arcserve appliances, as the solution met all the organisation's requirements around simplicity, off-site protection, long term disk retention through powerful data reduction, and encryption.

"With the appliance approach, we could just plug in and go without having to procure additional hardware," explains Martin. "But most importantly, the Arcserve team really listened to our needs. For example, we still wanted tape capabilities for an offsite DR scenario, and the team was able to incorporate this into the solution."

Based on six appliances, the Arcserve solution protects more than 200 TB of data and nearly 500 systems locally at the trust's two data centres, and then replicates it between the two sites to ensure continuous protection.

> Using the Arcserve appliances, we can now migrate systems much faster and with less downtime.
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> *– Martin Summers, Senior Systems Engineer*

This data includes everything from electronic patient records and PACS (picture archiving and communications system) to financial and HR systems. The solution currently protects around 380 physical and virtual servers, with an additional 200 still to be added to the DR solution. The trust retains 30 days' worth of backups, and 24 month-end backups on disk, with six monthly backups retained on tape.

As well as improving the trust's DR strategy, the Arcserve solution also increases the efficiency of system migrations. "Moving data to new services or domains used to mean up to 24 hours of system downtime," comments Martin. "Using the Arcserve appliances, we can now migrate systems much faster and with less downtime."

To ensure the trust can get the most from its investment, three members of the IT team completed an Arcserve certification training course. "The course was customised to our needs and has helped us optimise our use of the solution," said Martin. "We've also drawn on Arcserve's support services and have found them to be extremely responsive, working closely with us and third-party vendors to resolve any issues."

THE RESULTS   `Faster recovery and simplified migrations safeguard patient care`

With disk-based backup, the trust can now restore data much faster on a daily basis. "It now takes half an hour to recover a server, rather than up to two days," comments Martin. "And we can retrieve individual files in minutes."

The backup window is also greatly reduced, with backups easily completed within the nightly window. The solution also requires less management, with the team saving half a day a week just from no longer having to change tapes.

Thanks to the solution's data deduplication and compression, the trust has been able to significantly decrease storage requirements, which means it can meet its data retention policy without investing in additional hardware. It's also now easier for the trust to comply with security policies, as the solution includes inbuilt encryption, anti-virus and ransomware protection.

Even as the trust adds rolls out new clinical applications and other systems, the Arcserve solution includes enough capacity to support the organisation for the next five years.

Using Arcserve appliances has enabled the trust to

→ RECOVER SYSTEMS AND DATA 32 TIMES FASTER

→ REDUCE BACKUP TIMES BY TWO-THIRDS

→ SIMPLIFY MIGRATIONS AND MINIMISE SERVICE OUTAGES

→ MAXIMISE IT EFFICIENCY

"Everything we do is ultimately around delivering the best in patient care," says Martin. "With the new Arcserve solution, we can safeguard against data loss and system downtime to ensure the efficiency of healthcare services."

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For more information on Arcserve, **please visit arcserve.com**