



GRAAC's IT Department Enhances Security and Agility with Arcserve Solution

CLIENT PROFILE

Company Name: GRAACC's Hospital

Industry: Pediatric Oncology

Employees: 750



**COMBATENDO E VENCENDO
O CÂNCER INFANTIL**

The GRAACC was established in 1991 to provide all possible alternatives of curing cancer in children and teenagers, preserving quality of life. Its hospital, a model in childhood cancer treatments, provides care for over 4,000 patients from every region in Brazil every year, specializing in high-complexity cases (brain, eye and bone tumors). GRAACC has a technical-scientific partnership with the Federal University of São Paulo (UNIFESP) that enables diagnosing and treating childhood cancer and allows for the development of teaching and research.

COMPANY

GRAACC

CHALLENGE

Improve performance of the backup process

SOLUTION

Arcserve UDP

BENEFITS

Increased efficiency in backup and restore processes



COMPANY

GRAACC was established in 1991 as a non-profit organization in order to provide as many chances as possible of curing cancer in children and teenagers. To do so, it has a hospital, which is a landmark in cancer treatment, particularly for its high-complexity cases, offering everything childhood cancer treatments demand in a single location: a diagnostics center, chemotherapy, radiotherapy, bone marrow transplants, a surgery center, an intensive care unit for children, hospitalization services, an emergency unit and more. GRAACC's hospital provides care for patients ages 0-18 from every region in Brazil, treating over 4,000 children and teenagers with cancer every year, with an average cure rate of 70% - in line with the world's top childhood-cancer specialist centers. To that end, it employs around 800 workers and more than 600 voluntary workers.

Its governance is based on an alliance between society, businessmen and the university. The community offers support. It provides donations and voluntary workers. Businessmen work for free at the Management Board, focusing on providing professional, efficient management; while UNIFESP maintains a technical-scientific agreement for research and teaching, qualifying new professionals and helping to spread knowledge in diagnostics and treatments throughout Brazil. All of this became essential for the expansion and sustainability of a service providing world-class care and humane, equal treatment for children and teenagers with cancer.

CHALLENGE

GRAACC migrated the technology of its servers. This new outlook revealed the need to also improve and update the performance of its backup process, so as to prevent negative impacts on the operation and reduce the risk of creating backup windows, especially during the hospital's peak production hours.

With the new IT infrastructure outlook, we could clearly see that we had a bottleneck in data backups. One of our partners, CKTI Solutions, showed us Arcserve's portfolio, and so we got to know their data replication, protection and availability solutions.

Fabio Ruy Bernardo
GRAACC's IT Coordinator

SOLUTION

Arcserve UDP is a comprehensive data security, replication and availability solution, internationally recognized for preventing data loss and downtimes for a wide array of workloads - local, virtual, hyperconverged, SaaS and cloud environments - through a centralized, unified management interface. It provides a fully efficient response to the multiple challenges faced by IT infrastructures at companies of all sizes and industries.

Currently, there are 14 professionals working in the technical and administrative areas of its IT department. Its efficient financial management is one of the institutions' pillars to maintain community support, quality care and sensitive treatments for all children and teenagers with cancer. Every acquisition process in the institution requires assessing at least three providers for every item needed, which must meet the requirements laid on a Request for Proposal. This is then sent to superintendents for review.

The final decision-making process for every action taken by GRAACC is fully transparent.



Arcserve UDP stood out not only for the suite of solutions it adds to the IT environment, but above all things, for its delivery method: with centralized management, in a simple, uncomplicated and accessible way, which results in disruption-less deployment and operations with no need for investing in training.

Fabio Ruy Bernardo
GRAACC's IT Coordinator

BENEFITS

After adopting Arcserve UDP, GRAACC's IT department observed a significant reduction of the time needed to perform backups. "Our backup infrastructure was prepared for a hybrid solution, based on a cloud and on-premise environment, and we saw a reduction of runtimes of around 40% compared with the previous solution," assesses Fabio Bernardo, GRAACC's IT Coordinator, adding that this reduction peaks at 60% for restore times.

Nowadays, every operation performed in GRAACC is oriented to electronic formats. The institution is working to rehaul its hospital information system in order to be able to work in a paperless way in the mid-term. The importance of IT to the hospital as a whole can also be measured by the department's contribution to a continuous improvement of the operational and the financial processes, making the whole operation more reliable and secure, which fosters favorable conditions for providing increasingly efficient care for the hospital's children and teenage patients.

"We explained the IT department's needs and our recommended solution to the managerial-financial superintendence, fully aware of the lack of available resources to raise our backup management standards. The executive in charge of Arcserve's Brazil operation visited us, got to know the institution's work and authorized the deployment of the solution in GRAACC for free," says Fabio Ruy Bernardo.

Among other differentiators, the tool supports virtualization platforms in an easy, extremely intuitive way, allowing our IT time to work more independently in the daily routine of our operations.

Fabio Ruy Bernardo
GRAACC's IT Coordinator



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