DATACORE™

Englewood Hospital & Medical Center

Software-defined Storage in Action at Englewood Hospital and Medical Center

About Englewood Hospital & Medical Center

Englewood Hospital and Medical Center provides the highest level of compassionate, patient care and safety through a broad range of advanced clinical programs, treatments and diagnostic services. It is renowned for its bloodless medicine and surgery program, cardiac and vascular programs and its leadership in breast care, oncology and joint replacement services. Through its affiliation with the Mount Sinai School of Medicine and the Mount Sinai Consortium for Graduate Medical Education, this acute-care and community teaching hospital trains medical residents in many disciplines, including internal medicine, critical care medicine, surgery, pediatrics, podiatry, and pathology. Additionally, many members of Englewood Hospital's medical staff serve as faculty at Mount Sinai. Englewood Hospital has earned numerous accreditations from the Joint Commission and other organizations and is among the four percent of hospitals nationwide honored with the prestigious Magnet nursing award, a distinction that has been earned three times by its nursing staff.

www.englewoodhospital.com

As data storage becomes increasingly complex and applications demand more efficient architectures, server virtualization is creating performance bottlenecks. Add to that, today's storage environments often being comprised of multiple devices from different manufacturers that are incompatible with each other or a single management console, and you find businesses operating in obsolete silos.

Such was the scenario Englewood Hospital and Medical Center (EHMC) faced prior to deploying DataCore Software. Fortunately, rather than listening to the hardware vendors clamoring for the Englewood Hospital IT department to throw more expensive hardware at their problems, EHMC's team saw the virtualization of their storage as a better solution – courtesy of DataCore's SANsymphony-V storage virtualization software platform.

According to Ronald Fuschillo, chief information officer at EHMC, "there are three things we do in IT at its core: we move data; we secure it; and then, of course, we store it. It is that storage piece, though, that has been very challenging and very costly "

By leveraging DataCore's SANsymphony-V software, the Medical Center has seen extensive benefits, including reduced downtimes and performance gains for all of its applications. "More importantly, as our customers push us and demand more data storage, the team is able to respond in a very timely manner – and do so without breaking the bank – which is very important in today's competitive market," notes Fuschillo.

Challenges

EHMC projected a 10x data growth in four years. The IT team was also struggling to cope with frequent data migrations for hardware upgrades and ongoing hospital expansion under budget requirements. Fuschillo emphasizes that in the healthcare industry, the IT department is under a little bit more strain than your typical industry.

DataCore Software

DataCore is a leader in software-defined storage. The company's storage virtualization software empowers organizations to seamlessly manage and scale their data storage architectures, delivering massive performance gains at a fraction of the cost of solutions offered by legacy storage hardware vendors. Backed by 10,000 customer sites around the world, DataCore's adaptive and self-learning and healing technology takes the pain out of manual processes and helps deliver on the promise of the new software-defined data center through its hardware agnostic architecture.

www.datacore.com

"We are a 24/7 operation and while products are important, our main priority is providing safe, high-quality, efficient care to the community we serve. As a state-of-the-art healthcare facility, there are greater expectations and zero tolerance for error – whether in IT or the OR (operating room)."

Solution

Fuschillo chose DataCore because of their expertise in software-defined data storage, as the hospital was in the process of migrating from one data center to another. The hospital had

partially virtualized its infrastructure – making migration of everything but storage easy. The main systems that generate this much data for the hospital are the PACS (picture archiving and communications system) and EHMC's VNA system. Additionally, because Englewood Hospital has taken a "virtualize first" approach, all of the hospital's virtual machines (VM's) are stored on the DataCore system – this includes the hospital's Active Directory, Microsoft Exchange, Oracle PeopleSoft, and Microsoft SQL Servers.

Neville Lee, director of infrastructure at the EHMC, explains, "When we brought DataCore in, we thought that adding a layer between the application and the SAN would actually slow the SAN down and deliver slower response times. We were surprised that when we installed DataCore, we saw our Exchange environment respond significantly faster. Moreover, our Payroll system ran in half the time and our backups went from eight hours to three hours."

Results – Extending the Life of Storage Investments, Reclaiming Under-Utilized Capacity, Reducing Costs Using Different Tiers of Storage, and 24/7 Availability Made Easy

In addition to the benefits associated with faster performance and greater productivity through Exchange, the Payroll system and back-ups, DataCore has delivered further financial benefits by extending the life of EHMC's existing storage investments (a current SAN). The IT team at the Medical Center has been

able to reclaim over-provisioned storage by using the thin-provisioning technology inherent to SANsymphony-V. "This has allowed us to provide different tiers of storage, while still providing the high quality disks to our end users," notes Lee.

DataCore provides EHMC's IT team with an "Active-Active" environment. "Because we are a 24/7 environment, when we upgraded our SAN we did not have the option of bringing the system down," explains Lee. "We were able to leverage DataCore to bring in the new SAN and migrate all of the data, without any downtime to any application. We were also able to do all of this within normal business hours."

Fuschillo is quick to note that EHMC's environment would look very different without DataCore. "We have looked at a lot of different technologies," notes Fuschillo. The capabilities of DataCore SANsymphony-V not only align with our uncompromising standards, but allow us to continue to deliver patient care seamlessly without interruption, which is critical to our mission."

The IT team at EHMC has considered DataCore a technology partner since 2009, with DataCore rated in the "Top 5" among their 200+ vendors. "It has been a great relationship," said Fuschillo. "We manage over 200 vendors. DataCore is in the 'Top 5' because they listen to what we need and because they are there in times of trouble. They have an ear to what is important to us in terms of updates and changes to the flagship product – that has been just great to work with."

For additional information, please visit datacore.com or email info@datacore.com

DATACORE

0418