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Aneurin Bevan University Health Board Case Study

Caring for the Community

Aneurin Bevan University Health Board (ABHB) employs over 13,000 staff, two thirds of which are involved in direct patient care. It provides healthcare services for more than 639,000 people across six counties in South Wales. The board provides services ranging from accident and emergency and acute care to mental health and community based services from 50 sites. The health board's key priorities are working together for a healthy community, and striving for excellence when caring for its patients.

Safeguarding Service Across the Board

Like all health organisations, ABHB has a duty of care to the people it serves to provide excellent and efficient services. Ensuring confidential patient data is secure and highly available is critical to this capability. The head of ICT at ABHB, explains, "One of our responsibilities as a health board is to ensure the integrity and availability of patient records." As well as protecting patient data, the organisation must also ensure that the clinical and back office systems that support the day-to-day running of health services are highly available. ABHB was using multiple backup solutions to ensure that data could be restored in the event of an incident, but this increased the complexity of IT management. "To simplify and improve data protection, we were keen to adopt a consolidated solution that offered not just backup for disaster recovery, but also data replication to help us safeguard service continuity. This also reduces costs and simplifies management," says ABHB's head of ICT.

Integrated and Automated Replication and Backup

The health board has implemented a range of solutions from Arcserve including Arcserve Backup, Arcserve D2D and Arcserve Replication & High Availability (RHA) with support from IT partner Cristie

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Challenges

- As the health board handles confidential patient data, it must ensure it has adequate disaster recovery and business continuity measures in place to comply with regulations.

Solution

- ABHB uses Arcserve solutions to protect 15 terabytes of data from more than 200 applications. Critical data is replicated to a secondary site from which services can be restored in just a few minutes.

Benefits

- Faster recovery and a shorter backup window enhance IT performance, improve system availability and simplify compliance. This means the health board can focus on delivering excellent healthcare services.

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Storage / Virtualisation
Backup / Recovery / Protection

Data. The solutions were implemented in 2012. To ensure the health board maximised its investment, it used Arcserve support and training services. As the head of ICT recalls, "Rather than lose time in the office by sending staff away on training courses, we opted to attend the Arcserve webinars. This gave us greater flexibility while ensuring the correct people received appropriate training."

The Arcserve solutions automate nightly disk-to-disk backups with data archived to tape on a monthly basis. To provide an additional layer of protection for critical systems, such as HR, financial and email applications, Arcserve Replication replicates data from the health board's primary site to a secondary datacenter. "In total, more than 200 applications are protected using the Arcserve solutions, totaling around 15 terabytes of data," explains Head of ICT at ABHB. These systems run across around 120 virtual and 80 physical servers, on operating systems ranging from Microsoft Windows 2003 to Windows 2012. The Arcserve solutions provide daily reports to alert ABHB's IT team to any backup or replication issues, so they can be addressed immediately.

Reducing Risks and Enabling Efficiency

In the event of an IT problem, key services can be restored via the health board's secondary site in minutes. Using the Arcserve solutions has not only simplified data recovery, but also reduced the backup window. "It used to take a whole weekend for a full backup, but now it only takes two hours," says Head of ICT, ABHB. "It's a more efficient process and is therefore much faster." The integrated solution has also freed up staff time and increased productivity. "We only have one tool to support, one tool to train staff on and one tool to manage our data," Head of ICT explains. "This gives the IT team more time to look at other areas we can improve on and keep services

agile and innovative." With a resilient and reliable data management solution, ABHB has also been able to:

• Enhance IT performance
• Improve IT availability
• Simplify compliance

"We have complete confidence that all our crucial data is safe and protected, and we can prove this to the management committee and regulatory bodies," says Head of ICT, ABHB. "Without concerns about service continuity and disaster recovery, the health board can focus its attention on delivering excellent healthcare services."

• About Arcserve

Arcserve provides organisations with the assurance that they can recover their data and applications when needed. Founded in 1990, Arcserve provides a comprehensive solution for virtual and physical environments, on premise or in the cloud, backed by unsurpassed support and expertise. Arcserve has an active customer base of 43,000 end users in more than 150 countries through 7,500 distributors, resellers, and service providers around the world. **www.arcserve.com**

• About Cristie Data

Cristie Data have been IT infrastructure and data management specialists for over 40 years. We take a consultative and platform agnostic approach to any customer project and advise on solutions that are best aligned to your businesses. **www.cristie.co.uk**