

CASE STUDY: Catholic Healthcare Partners

About the company

- One of the largest not-for-profit health systems in the United States, serving the health care needs of communities across five states.
- The organization has recently created two large data centers, each with 35 IT professionals managing 30 TB of data

Goals for improvement

- Audit and prove compliance, particularly with HIPPA regulations
- Produce SLA metrics and report on SLA goals for backups & recovery
- Reduce employee hours dedicated to generating manual reports
- Enhance backup reporting with TSM

Results

- Immediately met audit requests by creating accurate verification reports showing compliance
- Set benchmarks for backup and recovery; proved service level delivery and compliance
- Dramatically reduced staff burdens for reporting and troubleshooting
- Easily created success and failure reports using Bocada Enterprise with Tivoli Storage Manager Operational Reporting functions

About Catholic Healthcare Partners

Catholic Healthcare Partners is one of the largest not-for-profit health systems in the United States. It is dedicated to improving the health of the communities it serves, with emphasis on people who are under-served, through a system of more than 100 health corporations in five states. The organization employs 30,524 full time employees and 8,683 physicians; their net operating revenues are more than \$3 billion. In all, the system provides more than \$136 million in health care benefits for the poor.

Challenge: consolidation, cost reduction and optimized data protection

The lifeblood of CHP is its data. Because the hospital group has spent millions of dollars on several highly integrated, interdependent business applications, auditable, provable disaster recovery plans are crucial. In addition, CHP must meet audit compliance regulations (both internal and external) including HIPPA (Healthcare Information Protection and Portability Act), which mandates protection and retention of sensitive patient and health data. Frequent audits on data recoverability require immediate access to information and validation of processes.

In 2003, CHP's executive team tasked the IT services department with consolidating the operations of 10 regional information technology centers into two data centers. The goal was to merge the IT functions into two centers to create enormous efficiencies through consolidation of servers and standardization of applications system-wide. In addition, they needed to provide crucial data protection and disaster recovery services (through co-location).

The Challenge

As part of the drive to reduce the total cost of information management, CHP faced the challenge of ensuring backup success and efficiency across the consolidated environment. They immediately recognized their complete lack of visibility enterprise-wide into actual backup success and failure rates. Their limited IT staff was fully utilized and they had little time to spend collecting data and generating manual reports. Further, the scant data they were able to collect gave them little confidence that they knew their true system performance.

It was also impossible for them to meet their goals of developing and communicating service level agreements with their end users. CHP Information Technology found that customers (data owners) were asking for unrealistic backup success rates, but they lacked a way to deliver current success and failure data to help shape more realistic ones. "Creating metrics for Service Level Agreement (SLA) reporting of backup and recovery would have required extensive development of scripts, translating into employee hours, which are limited," said Roan Winchester, Lead Systems Engineer for Security and Disaster with CHP Information Technologies.

Bocada solution

CHP purchased Bocada Enterprise and once it was installed, they could easily see that backup success rates were falling below their standard of 85%. Using the detailed drill-down information in the Successes and Failures reporting, they were able to troubleshoot and fix chronic sources of error. Within a few short months, the success rate went from the low 40% to 85% on a day to day basis. "Our improvement was phenomenal," said Winchester. "And we are now able to set SLAs with confidence. This change would not have been possible without Bocada Enterprise," he added.

The IT group also needed enhanced backup reporting to work with TSM Operational Reporting. Without Bocada Enterprise, CHP was unable to produce success/failure reports on backup more than 5 days old without prior log files and generating manual reports. For instance, a 30-

day success/failure report on a group of SQL servers required approximately 45 employee hours to create. A one-server backup verification produced a 40+MB text file. In the future, when the group expects to be managing more than 2000 servers, the IT staff realized they would never have time to read these files.

Now, according to Winchester, Bocada Enterprise has made administering TSM much easier. "Trending reporting separates Bocada from the other vendors. With it we know from one day to the next how our systems are operating," said Winchester. "I don't have a lot of time to spend researching and reading—I have to be able to use applications right now," said Winchester, commenting on how quickly Bocada Enterprise was up and running and providing the critical information he needed. "The more complete the view of the data, the more I can do with it. I couldn't do it (manage backup) without Bocada Enterprise right now." Now that success rates have improved, CHP has been able to set SLAs for response times on failures, particularly for critical servers, because Bocada Enterprise quickly pinpoints failure types and locations.

In the future

CHP aims to reduce the cost of meeting necessary services by providing more accountability to the business units. According to Winchester, storage allocations will be driven by the cost to deliver services: "We need a way to fairly apportion the cost of backup services, which are expensive to provide," he explained. "Using the chargeback function in Bocada Enterprise, we can show our backup charges by regions or facilities and by backup data, data volume on tape or total stored data. Charging by usage seems like a reasonable approach to reduce cost."

With Bocada Enterprise, Catholic Healthcare Partners has improved the delivery of services while reducing cost in the face of a major consolidation of IT systems management. They are now well positioned to meet the needs of their customers, comply with regulations, all while reducing the total cost per GB of data under management.

