Rocket®

CASE STUDY

Albert Einstein Healthcare Network
Reduced costs through improved backup reporting

Company

Albert Einstein Healthcare Network is a private, not-for-profit organization with locations throughout the Philadelphia, PA region. Einstein started with just 22 beds in 1866 as the Jewish Hospital of Philadelphia, and today manages around 1,000 beds across three hospitals. They are one of the most active healthcare providers in the Philadelphia area, operating four inpatient facilities, 13 outpatient centers, and 42 primary-care locations. Einstein provides compassionate, high-quality healthcare throughout the Greater Philadelphia region, and have gained a reputation for excellence and innovation.

Challenge

The IT organization at Einstein supports approximately 800 servers, deployed across five offices and used by approximately 11,000 employees. The backup team is responsible for ensuring the success of the entire database of more than 500 applications. Data protection failures can negatively affect Einstein's patient care, and managing the amount of information generated by a major metropolitan healthcare facility—everything from patient medical records to payer information—represents a tremendous data management and backup challenge.

Einstein's backup team previously relied on Veritas™ Backup Exec and INNOVATION® Data Processing FDR/ UPSTREAM to manage their environment, but faced challenges. For example, one person was managing six Backup Exec servers using DLT tape drives, but depended on an Operations team to mount and unmount tapes every day. The Backup Exec tapes were numbered using a scheme that was similar to tapes used for other purposes, and the team discovered that Operations team members were often mounting the wrong tapes on the wrong servers.

Not only were backups failing regularly, the IT team had no clear visibility into the root causes. Responding to critical issues took days or weeks because the team had to manually review activity logs to identify problems. Resource constraints exacerbated the problems, with only 7 people managing and supporting a very diverse environment. To ensure data protection, the Einstein team needed to focus on the backup strategy and ensure that nightly backups were completed. Instead, they were spending a lot of time manually assembling reports and responding to ad hoc questions from management.

Solution

Einstein investigated several new solutions in hopes of streamlining their storage and backup processes. They standardized on IBM® Spectrum Protect to work with their LT04 and LT05 drives to improve their backup strategy, but found they required additional reporting capabilities that were less resource-intensive.

Essential daily failure and success reports took too long to create, and the team was unable to provide filtered reports that fulfilled management requests for views into specific geographies or functions. Preparing for compliance audits was also time consuming; the team struggled to gather the appropriate data as well as ensure that reports were in the correct format. While investigating supplemental reporting options for Spectrum Protect, the Einstein team came across a recommendation for Rocket® Servergraph on a popular technical forum.

The Einstein team engaged with Rocket on a proof of concept, during which Rocket created a range of reports targeted to Einstein's specific environment. Impressed with the breadth of capability, Einstein opted to implement Servergraph. The team appreciated the improved level of reporting and visibility as well as the superior support the Rocket team provided during implementation. "The Rocket solution combined the best of both worlds," stated Parul Patel, Data Backup Administrator. "It's a good product, but more importantly, it marked the beginning of a great relationship."

Results

Einstein, with the help of Rocket Servergraph, reduced their total cost of ownership by quickly identifying inefficient resource allocations, increasing visibility to enable additional backup rate improvements, and helping reduce audit preparation by as much as 30%. The Einstein team was able to dramatically lower the cost and complexity of their backup monitoring and increase the richness of the reporting data. The Rocket support team even helped create custom reports, freeing the Einstein team to focus on other tasks. They now receive monthly deduplication reports, as well as daily backup failure and success reports, via email. Combined with IBM Spectrum Protect, the web-based monitoring and reporting capabilities of Servergraph ensure their backup success rate stays above 98%.

In order to maintain his 98% success rate target, Patel has set up a number of critical error alerts that are sent to his email. He's notified immediately when an issue arises, and he can work to resolve it as soon as possible. "I measure my own success by our backup metrics," explained Patel. "I set my standards pretty high. If the success rate drops below 98%, I feel like I am not doing my job. Rocket Servergraph lets me achieve this level of success consistently!"

With the improvements they experienced in backup status, robust monitoring and automated reporting, Einstein has the opportunity to begin shifting resources to solve new business problems. "Servergraph reports let me see exactly what is going on, enabling me to quickly spot trends that I can share with the rest of the leadership team," says Anthony Allonardo, Senior Infrastructure Manager. "I can look at the log and see that we achieved at least a 98% backup success rate with the backup, which allows us to shift resources to other initiatives and projects that help us fulfill the hospital needs."

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> *Deploying Servergraph to manage our backup reporting has made what was once a very tedious and time consuming task simple, quick and accurate. And since the application can automatically send these reports to whomever wishes to see them, it provides a lot of transparency as well.*
> "

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