

HRMC Finds Peace of Mind in Hybrid Cloud Data Protection with Cobalt Iron



HUTCHINSON
REGIONAL MEDICAL CENTER

CUSTOMER

Hutchinson Regional Medical Center

INDUSTRY

Healthcare

SOLUTION

Cobalt Iron Hybrid Cloud Solution

Two Cobalt Iron Accelerators

BENEFITS

Eliminate 10–12 hours a week of administration

Stored data reduced by 45%

Backup success rate of 98.7%

Restores completed 90% faster

SMART.
SECURE.
AUTOMATED.

cobalt IRON®

Customer

Hutchinson Regional Medical Center (HRMC) is a not-for-profit, 200-bed regional medical center serving the health needs of more than 65,000 residents of Hutchinson, Reno County and the surrounding Central Kansas region. Patient care services go beyond the hospital doors to include: The Heart & Vascular Center, Chalmers Cancer Treatment Center, The Birthing Center, and Ray E. Dillon Living Center, an adult care facility offering intermediate care, skilled nursing and assisted living. Each of these facilities is located on the hospital's 83-acre campus. Hutchinson Regional Medical Center is devoted to enhancing the quality of life through integrated healthcare.

Challenge

HRMC was increasingly challenged with the performance of their existing TSM backup environment and with the growing demands on the IT department. As a result, they found themselves falling behind. They needed to find a way to increase their efficiency and reduce the operational risk of their current backup solution. Over the previous three years they had grown from 60 servers to 170 servers and the old generation backup solution was not able to keep pace. They were experiencing an accelerating rate of hardware failures. Additional failures came from the data volumes as these exceeded what the servers were capable of backing up within the allotted windows. Replication times between the primary and off-site location were exceeding 24 hours to complete. They had to make a change to reduce the risk and relieve mounting pressure on their IT staff.

In reviewing potential solutions, they found that there was always at least one element of their environment that was not supported. Broad system coverage and the robust feature set kept leading them back to TSM. However, the complexity and overhead of managing the TSM solution had become a problem for the IT staff at HRMC. Nearly tripling the number of systems they supported in a 3-year period without increasing their support staff had stretched their team to the limit. Only one person on the team had been formally trained on TSM and with additional duties as a supervisor, the backup was not getting the attention it needed.

“Other vendors were certainly willing to provide a solution for our stated need. However, Cobalt Iron has consistently gone beyond that by doing the discovery to get to know our systems, our people, our strengths and weaknesses, even our (non-profit) business to recommend a solution that will work for us.”

Ron Hess
Client and
Infrastructure
Services Supervisor

Solution

The Cobalt Iron Hybrid Cloud solution, with two Cobalt Iron Accelerators, was deployed for HRMC. The complete data protection was rolled out to 170 systems in just 3 days. Their data is currently stored at two sites with transfer between the sites employing replication and de-duplication services. As a result, an average of 11 hours a week of backup system administration has been eliminated. “With Cobalt Iron, we are able to eliminate the heavy lifting; the engineering burden of our backup. My data protection role is now one of operation rather than system management,” stated Ron Hess, Client and Infrastructure Services Supervisor. Daily reports, automatically generated by Cobalt Iron, provide a color-coded view of the state of data protection. Cobalt Iron takes on the responsibility of monitoring to verify that the backup and replication completed successfully, that software updates are applied, and hardware failures are resolved. All of these activities are included in the solution from Cobalt Iron. IT staff can quickly identify any failures or system issues that need their attention. The time spent on backup is more productive as a result. “Backup has gotten so much more complex than just making sure that the tape ejected last night,” said Hess. “This is where Cobalt Iron comes in with a complete solution that takes care of all of the complexity for you, and gives you peace of mind.”

Trust was a big part of the solution decision. When HRMC evaluated their options they were assessing not only the value and the cost but also the level of trust they had with the vendors. Cobalt Iron worked with HRMC to deeply understand the needs and the business requirements. Truly understanding the challenges and business helped to develop the trust that eventually led HRMC to choose Cobalt Iron. “I appreciate the partnership with Cobalt Iron, knowing that they are invested in our success from every perspective,” said Hess.

Impact

By eliminating 10–12 hours a week of backup administration, HRMC is now better positioned to address new requests for IT services, which previously was a challenge. Following the deployment of Cobalt Iron, backup system downtime and the frequent node failures caused by the backup solution have been completely eliminated. Missed backups have been eliminated. Restores that previously took hours can now be completed in minutes. The IT department is now well positioned to support the changing needs of the hospital and its health provider partner organizations. They are now exploring new opportunities that previously had not have been possible.

To date, HRMC had avoided cloud solutions mainly due to security and accessibility concerns. The possibility that they would lose business operations if the network connection went down was an unacceptable risk. The Cobalt Iron hybrid cloud solution delivers the stability of data in their data center and the value that cloud offers in a secure environment. “The idea of being able to recover to the cloud is probably not something we would have pushed forward with on our own,” commented Ron Hess. “Cobalt Iron offered a new vision of hybrid cloud data protection and showed us the opportunity it presented. To imagine that if our data center were dark, we could recover and deliver a patient’s record from any location is a transformational change to our organization’s disaster recovery model.”

As the largest employer in Reno County, operational stability is critical for HRMC. If the services of the hospital were interrupted due to data loss or server outages there would be an undue burden on the entire community. The stability and confidence provided by Cobalt Iron’s data protection solution allows HRMC to focus on providing the highest quality care to their patients.

“We still have all of the ability of enterprise backup, but the responsibility of running it is shifted to Cobalt Iron.”

Ron Hess
Client and
Infrastructure
Services Supervisor