

# Regional medical center speeds critical decisions with HPE 3PAR StoreServ all-flash

## Backup and restore windows improve 9x with HPE StoreOnce

### Objective

To provide high-performance storage to support Epic EMR platforms and establish a state-of-the-art data protection/disaster recovery system

### Approach

Work with HPE, as a long-term trusted single-source vendor, to choose, design and implement needed systems

### IT Matters

- HPE StoreOnce supports existing third-party storage management tools
- HPE Consulting provides turn-key capability as needed
- Ease-of-management through a unified storage console leverages IT staff
- Single-vendor approach supports IT training and experience

### Business Matters

- Time savings in Tier 1 application DR restoration—from weeks to less than 24 hours
- Huge reduction in business risk with StoreOnce real-time data replication
- Performing as “better than average” in response time for workflows, as reported by Epic System Pulse performance report
- Reduced RTO to under 24 hours, enabling business continuity and better patient care in event of disaster
- State-of-the-art DP/DR system supports new business platform providing IT function for local clinics



A regional medical center in the U.S. needed a more powerful storage solution for its new, mission-critical Epic enterprise EMR (electronic medical records) system for faster response and greater patient satisfaction. In addition, the hospital required a more resilient data protection/disaster recovery system against unforeseen outages. Building on a long-term

Hewlett Packard Enterprise (HPE) relationship, the hospital chose HPE 3PAR StoreServ Storage and HPE StoreOnce Backup solutions for high-quality patient care support.

As a Level 1 Trauma Center serving a large geographic area, the hospital needed an ironclad data protection/disaster recovery solution to maintain business continuity. Additionally, motivated by the need to quickly meet Affordable Care standards and provide faster response for the new Epic system, the hospital also required a more powerful storage architecture.

“Patient safety and quality of care are the highest priorities in healthcare, and that means zero margin for failures or business interruptions. As the only Level 1 Trauma Center in our region, system responsiveness equates to a physician’s ability to promptly deliver critical care to the most seriously injured patients. For this reason, we chose HPE as our solutions vendor.”

– CTO, regional medical center

“Our technical IT strategy is to adopt a single-vendor solution, and it has served us well,” says the hospital CTO. “Initially, we ran HPE through a very intense gauntlet. HPE solutions, competence, and roadmap convinced us that HPE was the provider we wanted. All of our compute solutions run on HPE, which are on Epic’s ‘target platform.’ Since HPE and the hospital both have ‘superlative results’ as a common denominator, it was an easeful process to upgrade our storage functionality and implement a new data protection/disaster recovery strategy.”

The hospital worked closely with HPE and an HPE Specialist Partner with extensive Epic experience to implement Epic on its new HPE 3PAR StoreServ all-flash array. In the year since it has been up and running, the HPE storage has been stable without an outage.

“The HPE 3PAR StoreServ all-flash array ensures that our production Epic system benefits from the fastest response in the industry,” says the hospital CTO. “We now populate patient records in ‘doctor time.’ In an ER situation, a physician at times only has seconds to make critical decisions. That’s what HPE storage gives us.”

The CTO points out that Epic produces a performance report (System Pulse) of customers using its EMR system in the United States and the hospital has continually ranked at the highest percentile for speed and response times. Without qualification, he simply says, “This is due to our HPE technology.”

### **HPE StoreOnce provides secure disaster recovery**

Once Epic was successfully running on the HPE 3PAR StoreServ all-flash array, the CTO and his IT team turned their sights to designing a state-of-the-art HPE-based data protection (DP) system.

The CTO sat down with HPE and the HPE Specialist Partner to design a more secure DP system, with faster restore time and minimal data loss based on HPE StoreOnce technology. Using a pair of HPE StoreOnce 4700 systems, the hospital will replicate data from its primary data center on campus to a secondary HPE StoreOnce 4700 at a remote site. So in the event of a disaster, the latest data and system snapshots will already be there. In the new HPE StoreOnce scenario, IT staff will remotely kick-off the restore process before leaving, and arrive at the remote site with the restore already running.

## Case study

Regional medical center

## Industry

Healthcare provider

## Customer at a glance

### Application

HPE 3PAR StoreServ Storage supports Epic EMR platforms and HPE StoreOnce provides a state-of-the-art disaster recovery system

### Hardware

- HPE 3PAR StoreServ 7450 all-flash array
- HPE 3PAR StoreServ 7400
- HPE StoreOnce 4700s (2)

### Services

- HPE Implementation and Start-up services for the HPE 3PAR StoreServ and StoreOnce
- Three years HPE Proactive Care 24x7 DMR (hardware defective media retention) with assigned HPE Account Support Manager for StoreOnce and HPE 3PAR StoreServ
- Two weeks HPE TS Consulting for StoreOnce integration with TSM and Veeam

### HPE Specialist Partner

- Open Systems Technologies (OST)

“In data protection, protecting the data offsite is one of the most important priorities and HPE StoreOnce accomplishes this with near real-time replication,” explains the CTO. “With the StoreOnce platform, the need for large backup windows has virtually disappeared, and coupled with the rapid restore times, we have dramatically improved our business continuity. With our HPE solutions, we beat our RTO/RPO objective, reducing to sub 24 hours instead of days with our old tape methodology. We gained a 9x performance improvement in our backup and restore windows. Implementing the HPE StoreOnce DR strategy has also proved critical to a new business platform for the area clinicians.”

HPE StoreOnce seamlessly integrates with all industry-standard backup applications and allows the IT staff to continue using its current backup software, Tivoli Systems Manager (TSM) and Veeam, which eased the transition.

HPE Technology Services provided two weeks of consulting to help deliver a turn-key TSM and Veeam backup design based on best practices. “The seamless integration with our third-party backup management software and the help of HPE Technology Services in setting up a good design, was key in making HPE StoreOnce an excellent fit for our environment,” adds the CTO. “We were also able to save money by using existing HPE equipment to create business continuity, another of the benefits of our single-vendor technical strategy.”

## IT as utility

The CTO and his highly qualified IT staff envision IT systems much like a utility, something that is just simply available. “A physician or clinical staff doesn’t care how the data gets there when they check a patient record, they just care that it’s there—instantly. The ultimate result of a lot of hard work and quality HPE solutions is that it is available all the time, 24x7.”

## Better patient care through better IT

“When you’re in healthcare, it’s not about making money, it’s about saving lives,” the CTO stresses. “There’s a lot more we have to know and design for in healthcare, there is no margin for error. In many cases, system response time directly equates to a physician’s ability to respond with critical care to a patient. We rightly chose HPE as our vendor, and as a result, as a team, we have raised our response to a higher level. And HPE continues in raising the bar with us.”



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