

## Hitachi Storage Solutions at Work

### Bradford and Airedale Teaching Primary Care Trust

**INDUSTRY** Health Care

**SOLUTIONS** **Consolidation and Business Continuity/Disaster Recovery**  
**Hardware** — Hitachi Adaptable Modular Storage 1000 (2)  
**Software** — Hitachi TrueCopy® Extended Distance Software  
**Services** — Hi-Track® Monitor (“call home” service and remote maintenance tool) and onsite and offsite 24/7 support provided by Hitachi Data Systems and Hitachi Data Systems Platinum Partner Viglen Storage Group



“Our server-per-application storage system badly needed updating. With Hitachi Data Systems technology and support we have centralised our data storage, created a sturdy disaster recovery solution and created a platform for future IT projects.”

*Martin Powis  
Head of IT and Telecoms  
Bradford and Airedale Teaching Primary Care Trust*

Bradford and Airedale **NHS**  
Teaching Primary Care Trust



# Primary Care Trust Supports Hospitals, General Practices and Health Care Professionals with Hitachi Storage Solutions

With responsibility for the health care of 500,000 people and an out-of-date server-based storage system, Bradford and Airedale Teaching Primary Care Trust needed a consolidated storage environment and a disaster recovery plan to protect critical data. With a Hitachi Data Systems storage solution provided by Viglen, it now has the tools in place to back up and replicate its data simply, immediately saving more than £50,000 to spend on strategic IT concerns.

Responsible for the provision of health care services to a population of 500,000 in Bradford and the surrounding areas, Bradford and Airedale Teaching Primary Care Trust (tPCT) allocates Department of Health funding to support hospitals, general practices (GPs), dentists and specialist nursing in Bradford and the surrounding area. Bradford and Airedale was given Teaching PCT status when formed from four smaller PCTs in 1996, and since then, in its teaching hospitals and other facilities, doctors, nurses and health care professionals have been able to learn and improve essential skills.

The IT systems at Bradford and Airedale support over 6000 staff in the tPCT's various sites and travelling workers, such as community nurses. The IT support ranges from backup of e-mails and electronic patient

data to hosting 50 intranet sites for PCTs around the country and maintaining 3G connections for travelling GPs.

In a continuous drive to use the latest technology to improve the patient experience, Bradford and Airedale is introducing newer services, such as sending appointment reminders and updates to patients by text message, which also need support from the 30-person IT department.

## Multiple Server Environment

With a legacy of being formed from four separate PCTs, Bradford and Airedale's storage environment had operated on a single server per application basis, resulting in disparate pools of storage across the tPCT's numerous sites. This proliferation of servers was expensive to maintain. The power consumed by the machines themselves, as well as that needed

to cool the environment in which they were stored, led to high energy bills and had a serious impact on Bradford and Airedale's carbon footprint.

"We became increasingly aware of how much money was being wasted running 55 servers across the organisation," says Head of IT and Telecoms at Bradford and Airedale tPCT, Martin Powis. "With most machines running under full utilisation and using a lot of power, this also raised an environmental issue for us."

The disparate server environment also had an impact on the tPCT's storage administration as backing up the 55 separate servers was a complex and lengthy process. Bradford and Airedale badly needed to consolidate and simplify its storage environment to provide a single point of backup for faster, more reliable data replication and a stronger disaster recovery platform. This was important in order to safeguard the critical patient and employee data on its storage system. To support a practical disaster recovery initiative, the tPCT required a centralised storage platform capable of replicating to a remote site with its own generator.

Powis says, "As a tPCT responsible for the health and well-being of thousands of people, we need the tools to keep critical applications online, whatever happens. Ultimately, people's lives depend on our ability to stay operational."

The move to the new storage system was time critical. The tPCT was moving to a new headquarters, which would mean a £50,000 specialist mover's fee to safely relocate all 55 servers. The IT department hoped to avoid this cost and the risk associated with physically moving the servers by migrating to a centralised platform with virtualisation capabilities before the move.

## A Cost Effective Solution

Bradford and Airedale invited an open tender for the project and received bids from a number of storage vendors. Powis and his team were surprised by the results.

"When we realised Hitachi Data Systems and Viglen were putting together a proposal, we thought it would be too costly because we

were aware of Hitachi's reputation for top of the range enterprise storage. In fact, the proposal we received from Viglen was by far the most cost-effective, offering enterprise-level technology at a price we could afford," Powis comments.

The Hitachi Data Systems support and services offering, Viglen's help and expertise throughout the process and the impressive joint delivery strategy were also very appealing, and Bradford and Airedale therefore appointed the partnership to complete the project.

A Hitachi Adaptable Modular Storage 1000 unit was installed at Bradford and Airedale's new headquarters with a second at a remote

**“Taking Hitachi Data Systems’ advice to move our data electronically, rather than physically, ensured there was no risk of damaging the servers and losing data. For us, it proved to be a risk-free strategy.”**

**Martin Powis**  
Head of IT and Telecoms  
Bradford and Airedale Teaching Primary Care Trust

site in a community hospital. Hitachi TrueCopy® Extended Distance Software was included to enable high-performance asynchronous replication between the two sites without impact on application performance. Hi-Track® Monitor, a “call home” service and remote maintenance tool from Hitachi Data Systems, provides continuous monitoring of the system and automatically notifies Hitachi Data Systems headquarters in Buckinghamshire of any problems so that a Hitachi engineer can be despatched immediately to fix them.

The data on Bradford and Airedale's 55 servers, still at the old headquarters, was transferred electronically to the Adaptable Modular Storage 1000 system at the new primary site, allowing the tPCT to save the £50,000 specialist mover's fee.

“As well as saving us money, this was also a risk-free strategy,” Powis says. “Physically moving the data opened us up to the risk of damage to the servers and potential data loss, but managing the process electronically gave us a failsafe solution. It also ensured service was maintained throughout the move so there was no IT disruption to staff or patients.”

## Immediate Savings

With all its data consolidated onto one system, the tPCT saw immediate power savings and improvement in its environmental credentials. The primary Adaptable Modular Storage 1000 also provides the back end to a VMware virtualised server environment, enabling the original 55 servers to be consolidated into four — a 93 percent reduction.

The reduction in hardware also means that Bradford and Airedale's storage administration has been greatly simplified and the IT team is saving valuable time as it no longer needs to back up 55 individual servers.

Additionally, the Hi-Track Monitor watches the system closely to check for faults and reports these immediately to the Hitachi Data Systems UK headquarters when they occur.

“The “call home” service [of Hi-Track Monitor] has been invaluable to us. I had a phone call from the switchboard one day to say a Hitachi engineer was waiting in reception for me. He had come to fix a minor fault in the system which we had not even been aware of,” says Powis. It frees the IT team from frequently checking the system, allowing them to focus on more strategic matters such as planning future technology implementations to support the tPCT's remote workers.

The second Adaptable Modular Storage 1000 at the community hospital site is set up for replication of all the tPCT's critical data. Supported in the event of a power failure by the hospital's generator, the system asynchronously replicates all data from the primary site unit, providing Bradford and Airedale with a reliable disaster recovery plan.

## Planning for the Future

With the system now in place and operational, Bradford and Airedale tPCT is looking to the future. In addition to scaling up the capacity of the Hitachi Adaptable Modular Storage systems to cope with ever increasing data demands, it is also looking to further exploit virtualisation technology.

### About Viglen Storage Group

Over the last three decades, Viglen has developed a reputation for excellence in IT innovation, delivery and service. Working hand-in-hand with some of the world's leading companies, like Hitachi Data Systems, Viglen delivers leading edge hardware systems and networks, software and storage solutions combined with the highest levels of customer service and support.

A major solution supplier to the education and public sectors, Viglen supplies IT solutions and support to two thirds of Britain's universities.

Viglen has achieved Hitachi Data Systems Platinum Partner status, designed for premier solution providers that offer the highest service levels, technical capabilities and custom development/consultancy services. This attainment demonstrates Viglen Storage Group's thorough understanding and professional approach in offering bespoke and end-to-end dedicated storage and backup systems.

“The next stage for us is desktop virtualisation,” says Powis. “Using the Hitachi platform at the back end we will be able to create a virtualised desktop environment, advancing data security whilst improving the IT experience for workers in remote sites such as general practices and clinics.”

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