

Hitachi Storage Solutions at Work

Helse Midt-Norge IT (Hemit)

INDUSTRY IT for Health Care Institutions

SOLUTIONS **Enterprise Platform/Storage Management/Replication**
Hardware — Hitachi Universal Storage Platform™ V (2), upgrade from earlier-generation Hitachi Universal Storage Platform and Hitachi Thunder 9530V™ and Thunder 9570V™ systems
Software — Hitachi Resource Manager™ utility package; Hitachi TrueCopy® Synchronous and Hitachi Dynamic Link Manager software
Services — Provided by Hitachi TrueNorth Channel Partner Proact



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*Tone Musum
Group Leader, Operations Department
Helse Midt-Norge IT*



Helse Midt-Norge IT (Hemit) Manages Escalating Hospital Data Stores with Proven Hitachi Storage

With ownership of and responsibility for all IT infrastructure and shared software throughout Hemit (the Central Norway Regional Health Authority), Hemit manages one of central Norway's largest IT environments. When staggering data growth rates and the imperative of 100 percent uptime demanded an infrastructure upgrade, Hemit turned to Hitachi Data Systems for a solution that would provide both high data capacity and availability, which are vital to hospital environments.

Hemit serves 20,000 IT users on a 24/7 basis, with institutions spread over a large geographic territory. On an annual basis, the Trondheim-based organisation's call centre responds to approximately 110,000 incoming calls. On a monthly basis, some 130,000 messages are sent from Hemit to doctors.

The IT infrastructure, which is maintained and kept at a high service level by the 170 highly experienced employees, consists of about 600 servers and 12,000 PCs in

a Microsoft® Windows and HP UNIX environment, which employs Emulex host bus adapters and Brocade switches.

The Challenges

With responsibility for vast quantities of sensitive data, Tone Musum, group leader of Hemit's operations department, oversees servers and networks resident on mid-sized central data storage. She recognized that data stores were quickly outgrowing Hemit's infrastructure and that they would be unable

to meet uptime requirements from their users unless they moved to a more reliable and high availability storage platform. The decision to move to a Hitachi Data Systems solution was made, and the solution, including Hitachi Thunder 9530V™ and Hitachi Thunder 9570V™ systems and Hitachi Resource Manager™ utility package for modular storage, was installed in January 2005 by local Hitachi TrueNorth Channel Partner Proact.

The new central storage solution also guaranteed 100 percent uptime in 2005 with the installation of Hemit's first Hitachi Universal Storage Platform™, which was essential to meet requirements for handling electronic patient records, X-rays, picture archiving and communications systems (PACS) and lab systems. "The volume of data and applications was growing, and was becoming more critical for a number of users; we had to secure our storage environment with a new high availability solution," says Musum.

When the system was ready for upgrade in January 2008, data quantities had been growing to staggering 170TB. Or, as Musum puts it, "The Hitachi Data Systems solution installed by Proact in January 2005 came with a 100 percent uptime guarantee. Three years later, in January 2008 when we renewed the system, it had been working without any problems at all. The guarantee made by our partners Hitachi Data Systems and Proact was kept."

Securing Growth

"Based on this positive relationship, we decided to invest in a bigger Hitachi solution to meet new increased requirements, and in spring 2008 we installed a Hitachi Universal Storage Platform V," explains Musum.

The Universal Storage Platform V is linked to a large number of servers and offers an extreme level of redundancy, resulting in

better performance and no storage capacity problems. “The biggest advantage of our new Universal Storage Platform V is that it gives no downtime, higher performance and a much greater storage capacity,” says Musum. “All administration and maintenance of storage data is carried out centrally, while the system is running. Even hardware and software upgrades are handled live, without affecting performance or uptime,” she adds.

High Level of Redundancy

The Hitachi storage at Hemit is a combination of two systems, each located in data

software improves access to and availability of Hemit’s storage by distributing the load across multiple paths and from one path to another in the event of a path failure.

In the event of disaster, a failover procedure is automatically implemented to a redundant system in the second data centre location. On the recommendation of Proact, no traditional fibre switches are used in order to avoid additional potential sources of failure. Instead, the storage solutions maintain direct fibre communication with each other for increased system performance.



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centres on separate sites. The systems and data are mirrored between the two sites via Hitachi TrueCopy® Synchronous software and serve as backup for each other for security reasons. Hitachi Resource Manager utility package for enterprise systems provides essential functions for the management of individual Hitachi storage systems as well as an advanced set of software tools for third-party application integration and optimization. Hitachi Dynamic Link Manager Advanced

Everything According to Plan

“Currently, we face no particular challenges with the system; everything goes according to plan, delivering according to the 100 percent uptime guarantee,” says Musum. “The combination of Proact’s local service profile and Hitachi’s system expertise gives us a professional availability and support when we need it,” she concludes.

Corporate Headquarters 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Asia Pacific and Americas 750 Central Expressway, Santa Clara, California 95050-2627 USA
Contact Information: + 1 408 970 1000 www.hds.com / info@hds.com

Europe Headquarters Sefton Park, Stoke Poges, Buckinghamshire SL2 4HD United Kingdom
Contact Information: + 44 (0) 1753 618000 www.hds.com / info.emea@hds.com

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