

S U C C E S S S T O R Y

Hitachi Storage Solutions at Work

Ozcare

INDUSTRY Health Care

SOLUTIONS Business Continuity/Disaster Recovery and Consolidation/Simplification
Hardware — Hitachi Modular Storage
Software — Hitachi TrueCopy™ Synchronous software
Services — Hitachi Data Systems Technology Partner ordyss



“The combined speed, reliability, and support of the [Hitachi Data Systems] solution really stood out as a shining example of exemplary technology.”

*Tom Dunn-Marler
Information Technology Coordinator
Ozcare*



Hitachi Data Systems Helps Australian Health Care Agency Deliver Reliable Service at Lower Cost

With its data storage and management spread across dozens of sites, health and community service provider Ozcare faced severe challenges in keeping systems reliable and information available. An innovative, affordable solution from Hitachi Data Systems and Technology Partner ordyss turned the tables, supporting high data availability with business continuity and disaster recovery capabilities, and allowing Ozcare to focus on providing the best possible services.

Serving 29 locations across Australia's Queensland state (with many more on the horizon), Ozcare faced a data dilemma. Each facility had its own server, making it harder to ensure integrity of data for the remote workforce, which relies on sensitive information. The individual servers at remote locations were managed by health care staff members with limited technology expertise, which often resulted in lost, corrupt, or outdated data. Worse, the broad dispersal of information across independent servers in branch locations essentially prevented data consistency and made it increasingly hard to ensure system-wide, complete backup as the amount of information grew.

New regulatory requirements in 2003 made the dilemma even more severe, as they required Ozcare to maintain all e-mail records for a minimum of seven years — a difficult mandate to meet with a disparate, hard-to-manage network of servers. Ozcare required a capable, centralized solution that would both meet the needs of its workforce — 2,000 strong and growing — and ensure that the organization met stringent government compliance guidelines. However, with limited funding available, Ozcare also needed a solution that could be deployed in a phased approach.

Centralized Storage Improves Employee Productivity and Reduces Costs

ordyss, Ozcare's technology solutions provider, recommended centralizing Ozcare's IT infrastructure and relocating all remote branch servers to a new data center at Ozcare's Fortitude Valley site in Brisbane. Based on this recommendation, Ozcare separated its storage from its servers using a Hitachi storage area network (SAN). This let Ozcare centrally store its data and e-mail while ensuring reliable, fast access by each of the facilities over a Citrix Terminal Services connection.

Furthermore, to keep data highly available to staff while meeting e-mail compliance requirements and keeping Ozcare's information backed up, a solid and tested backup and restore method was also essential. Following industry best practices, ordyss handles backup and offsite tape storage at its Managed Services Center, using the SATA features of Hitachi modular storage, which provide a fast disk-to-disk-to-tape capability. This lets Ozcare make speedy backups to tape, which can be made from disk at any time of the day, and complete fast restores from SATA disk, accelerating time to recovery in case of data loss or failure.

The centralization effort has also ensured that Ozcare now meets the strict compliance guidelines required for government funding. Ozcare saves both time and money by no longer having to chase down and fix data problems across its locations. Ozcare has gained further savings by needing fewer servers in its consolidated effort, since storage capacity can be better used.

Since the deployment, Ozcare has grown to 70 locations. The Hitachi SAN solution has ensured that this growth hasn't compromised the data access or disaster-recovery level that Ozcare requires. All of Ozcare's employees now enjoy much faster access to a wide range of applications that help them do their job better.

Innovative Stretch Cluster Solution Ensures Business Continuity

This SAN-and-central-storage approach addressed the data management and storage requirements, but still left open the question of business continuity and stability of the services Ozcare provides in the event of a disaster, such as a health pandemic, to their more than 8,000 clients.

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trouble hit," says Tom Dunn-Marler, Ozcare's coordinator of information technology. "The solution came in the form of the Hitachi storage cluster, an elegant solution for meeting the requirement for high-availability disaster recovery."

To address the business continuity issue, Hitachi Data Systems and ordyss designed one of the world's first geographically dispersed cluster solutions running on Microsoft Windows Server 2003 Enterprise Edition. This solution ensures absolute reliability for Ozcare's business and technical requirements, maintaining access to critical applications in the event of failure or disaster.

A traditional cluster uses shared storage, ensuring the application availability in one location, but to achieve high availability, the application and data need to stretch across two sites and the cluster must have the ability to deliver application failover between sites. A stretch storage cluster achieves this by using Hitachi TrueCopy™ Synchronous software to write data to one storage system while

simultaneously replicating it to the remote storage system without slowing down the application.

"The stretched clusters using Hitachi TrueCopy software and SAN give us real-time redundancy for our e-mail, file access, Internet, intranet, fax servers, and most recently our SMS gateway," says Dunn-Marler.

In addition to the primary Hitachi storage system at the Fortitude Valley head office, Hitachi Data Systems and ordyss deployed a second Hitachi storage system, hosted at ordyss's Managed Services Center in

Brisbane's commercial business district 5km away and connected via a fiber optic network. TrueCopy Synchronous software provides hardware-level replication across the SAN that links the two storage systems. Employing TrueCopy software on Windows Server 2003 across the two locations ensures seamless application failover between sites, protecting file, print, e-mail, and database data.

Priming Ozcare for the Future

The combined efforts of Hitachi Data Systems and ordyss have delivered a cost-effective data backup, recovery, migration, archiving, and replication platform. The new solutions provide a strong foundation on which to prepare for a growing retiree population that requires aged care and places the Australian health infrastructure under increasing pressure. "Right now there is a generation of baby boomers who have never had to accept second best and will not be prepared to do so in their later years," says Dunn-Marler.

"To help meet these high expectations we are continually examining how technology can ensure not only a robust infrastructure but also enough resources for the effective provision of future Queensland aged care support. I'm pleased that to report that to date we are entirely on track."

Partner Spotlight

ordyss is a technology solutions provider committed to excellence in the provision of commercially focused and innovative solutions for corporate business. Established in 1988, their services range from IT system design, installation, and management to corporate IT security and compliance, help desk services, and a range of managed IT services, including managed e-mail, Web, storage, offsite backup, and network monitoring.

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