

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

Hitachi Storage Solutions at Work

Sykehuspartner IKT

INDUSTRY Services: IT for Health Care Institutions

SOLUTIONS **Consolidation/Simplification, Virtualization**
Hardware — Hitachi Network Storage Controller (2), Hitachi Universal Storage Platform™ VM (1), Hitachi Universal Storage Platform 100 (4), Hitachi Adaptable Modular Storage 1000 (11), Hitachi Adaptable Modular Storage 200 (2)
Software — Hitachi Storage Services Manager
Services — Provided by Atea, Hitachi Data Systems Sales and Contractual Partner



“This is a true pioneering project, which in the years to come will benefit all health [care in] Norway; we depend on extremely reliable partners along the entire value chain, and Hitachi Data Systems is definitely one of those partners!”

*Roar Haldorsen
Section Manager Storage & Databases
Sykehuspartner IKT*

Sykehuspartner

ATEA

Sykehuspartner IKT Centralizes Storage Management, Eliminates Downtime with Hitachi Storage Solution

Sykehuspartner IKT is a service provider to a number of hospitals and health care institutions in the South-Eastern Norway Regional Health Authority, which is one of four state owned health care regions in Norway. Sykehuspartner IKT delivers all IT services, including a service portfolio comprising user support, network and applications, applications hosting — primarily systems for electronic medical records (EMR), medical service and hospital administration. Challenged by a multivendor environment resulting from taking over services for all local hospitals in the region, Sykehuspartner turned to Hitachi Data Systems for a new IT solution.

Sykehuspartner IKT was established on January 1, 2006, by taking over personnel from all local hospitals in the former South Norway Regional Health Authority to support the areas of competence, equipment, applications, projects and contractual obligations. The organization consists of highly experienced employees within areas like administration and operation of hospital information systems, with long experience giving clear benefits to the customers based on deep knowledge and understanding of their needs.

Company personnel are now located in four different sites. Sykehuspartner IKT has approximately 180 employees, running and maintaining about 1,000 applications, 11,500 PCs and 800 servers for at least 20,000 users. The main data center, Digiplex, is located in Oslo with a backup site in the opposite side of the same building. The plan is to move this backup site to another place. Sites are connected via dark fiber and MUX solutions. Sykehuspartner IKT has standardized on PCs and server infrastructure from Dell. All storage is standardized in storage

systems from Hitachi Data Systems. The total storage volume is currently approximately 800 terabytes (TB).

The Challenge of Islands of Storage

Previously, the IT infrastructure was scattered all over the region and operating like isolated islands in each and every hospital site, along with many thousands of inherited application environments that were often performing similar tasks. The IT departments had to manage several storage platforms in a multivendor environment.

The situation today is that this is now becoming a one application environment; at least the mandate is clear — combine all hardware and software resources in one centrally managed, consolidated IT environment. Now all storage is standardized on Hitachi storage systems and mirroring, security and backup can be monitored and managed from one central console using the Hitachi Storage Services Manager management software solution.

Bob Erik Steidel, account director with Atea, the Hitachi Data Systems fulfillment and contractual partner with Sykehuspartner, explains: “When we chose to go with Hitachi Data Systems for the entire storage infrastructure we had to be 100 percent sure that we could deliver not only capacity and technology, but also a solution that would go all the way — fulfilling the ambitious consolidation strategy, enabling the implementation process of the EMR for all hospitals in the group, and supporting [Microsoft®] Exchange server in the e-mail system environment. The storage solutions from Hitachi Data Systems are perfect in a heterogeneous IT environment compared with other major IT infrastructure suppliers.”

The Move to Hitachi Storage

“We sent out the tender documents in October 2005 and signed the contract with Atea in spring 2006,” says Roar Haldorsen section manager Storage & Databases at Sykehuspartner.

Since then, Sykehuspartner has been building the new storage SAN on Hitachi infrastructure, phasing out old HP and EMC storage solutions.

Some of the current systems at each hospital are between 8TB and 15TB of storage, with Picture Archiving and Communication Systems (PACS) mainly taking the larger proportion of the available storage space.

“To get new systems ready for production varies a lot between different services; ordinary file services can only take a week whilst PACS can take up to three quarters of a year because the routines with the PACS are a very quality intensive task (particularly if new drives have to be certified during the process). This is another important aspect why you should not change your storage infrastructure too often,” explains Haldorsen.

Gaining the Total Storage View

He notes that one of the prime objectives in the whole process has been to get a better overview of total storage, what is stored and where. At the same time the company was looking to achieve tangible cost savings. With all storage infrastructure on SAN technology, investments in disks in servers are considerably reduced. “Hitachi Storage Service Manager is

also included in the frame agreement with Atea, which adds clearly to the benefits by providing a management tool for resource and control,” Haldorsen says. “Today all databases, disks for virtual servers, all patient records including PACS files, or in other words all critical data are now resident on our Hitachi infrastructure.”

No Downtime Here

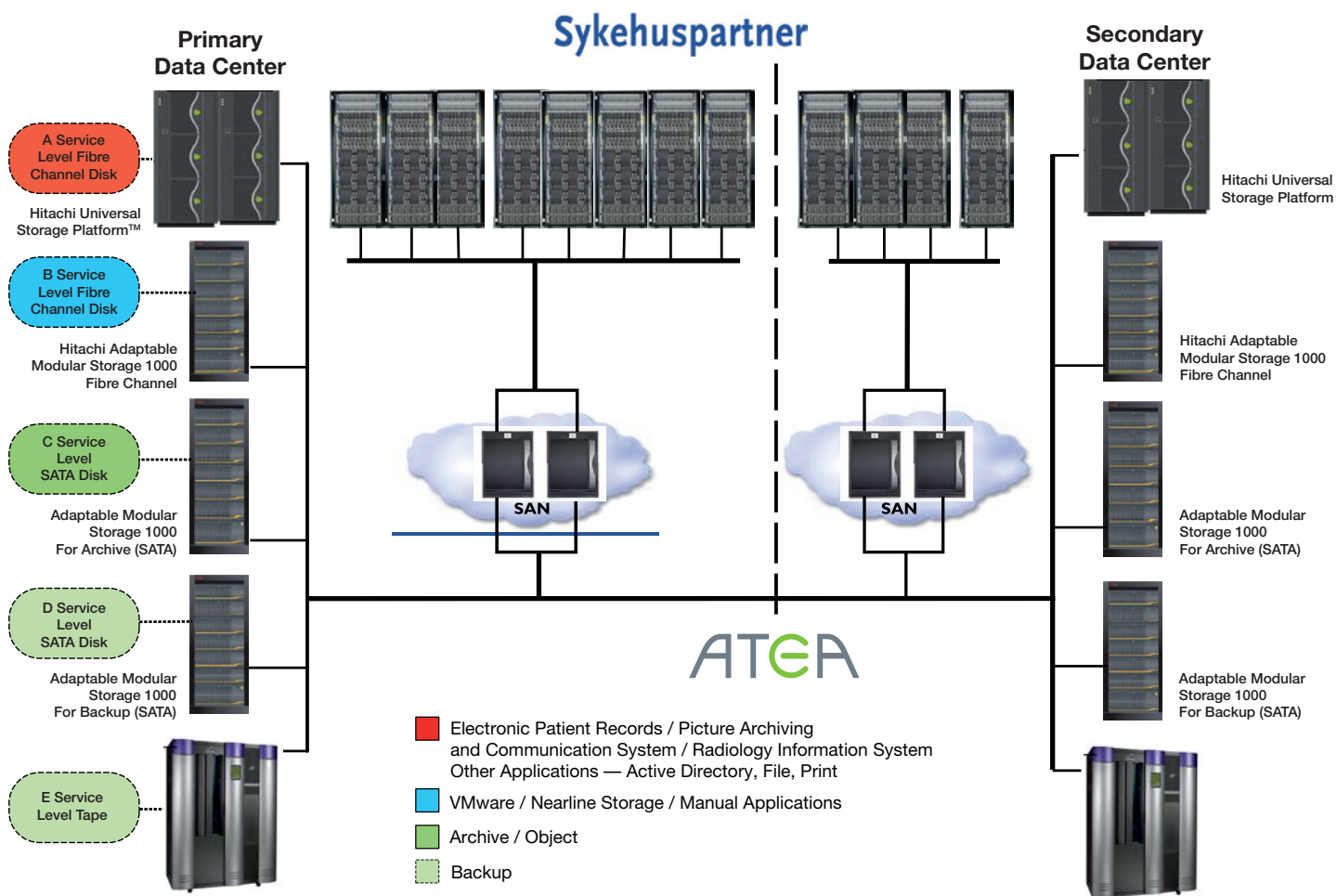
“Downtime is a word we have never heard about. One hundred percent availability is guaranteed in the contract, and we, Sykehuspartner, have also clearly agreed service levels and uptime with our users. Business continuity must be guaranteed at all times — the basic systems must function,” says Haldorsen, who defines risk to be the sum of all uncertainties.

“Currently our main objective is to maximize return on investment (ROI) by automating as many routines as possible, with cost as the only limiting factor in this respect; we use all creativity to exploit alternative use of our IT resources. Data de-duplication and thin

provisioning will be important automation and important cost control elements for Hitachi Data Systems as we continue to consolidate and streamline our infrastructure and capabilities,” Haldorsen concludes.

Atea’s Steidel adds, “Another important aspect of this [solution] is the site agreement with VMware on virtualization, which is with few exceptions being used for all storage. With de-duplication technology it is also currently being deployed at the DigiPlex (hosting service center) site; this gives a very high level of data compression.”

Sykehuspartner has chosen powerful Hitachi Adaptable Modular Storage 1000 systems and modular SATA technology, which in terms of floor space give large savings. Ten HP EVA systems are now being replaced by four Adaptable Modular Storage units. Says Steidel, “Sykehuspartner as an organization providing IT services has made a very clever choice that will give big benefits to the society and the taxpayers, not only in a high service level but also in terms of large CO² and kWh savings.”



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

Norway Headquarters Oslo Strandveien 18, N-1366 Lysaker, Oslo, Norway
Contact Information: + 47 67 518440 www.hds.com

Hitachi is a registered trademark of Hitachi, Ltd., in the United States and other countries. Hitachi Data Systems is a registered trademark and service mark of Hitachi, Ltd., in the United States and other countries.

All other trademarks, service marks and company names mentioned in this document or Web site are properties of their respective owners.

Notice: This document is for informational purposes only, and does not set forth any warranty, expressed or implied, concerning any equipment or service offered or to be offered by Hitachi Data Systems. This document describes some capabilities that are conditioned on a maintenance contract with Hitachi Data Systems being in effect, and that may be configuration dependent, and features that may not be currently available. Contact your local Hitachi Data Systems sales office for information on feature and product availability.