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Caring for patients and data go together

Ochsner Health System strives to improve patient care with a consolidated storage and data protection infrastructure

Ochsner Health System

Healthcare | **United States**

Business needs

Decentralized storage and tape backup were making it difficult for Ochsner to manage rapid growth and protect vital medical data. Standardizing on a high-performance storage and data protection infrastructure accelerated their path toward advancing patient care.

Solutions at a glance

- Dell EMC Data Domain
- Dell EMC Data Protection Software
- Dell EMC Isilon
- Dell EMC ProtectPoint
- Dell EMC XtremIO
- VMware

Business results

- Predictable, reliable business expansion
- Confidence in high availability of patient data
- Continued data center operations even during hurricanes
- Backs up 3,200 VMware clients in under an hour with 98%-100% monthly success rates

"Protecting and storing our healthcare data are things we absolutely need to do right. Dell EMC is a big reason why we succeed."

Willy Schley,
Chief Information Security Officer,
Ochsner Health System

It was a perfect storm at Ochsner Health System, a fast-growing healthcare network of 140-plus hospitals and medical centers. Ochsner's prior server-based storage and tape backup infrastructure was unreliable and difficult to manage and scale. Data protection regulations were becoming more stringent. Ochsner's location in a hurricane-prone region of Louisiana increased downtime risk. Yet, high availability of data was vital to delivering high-quality patient care.

To address these challenges, Ochsner standardized on a Dell EMC storage and data protection infrastructure for Epic electronic medical records (EMR), PACS radiology, Microsoft SQL Server and other applications. Ochsner uses Dell XtremIO X2 All-Flash Array for high-performance storage of block data and Dell EMC Isilon scale-out storage for file environments.

Ochsner also depends on Dell EMC ProtectPoint, Data Protection Software, Data Domain and Data Domain Boost to back up 3,200 VMware virtual servers and 200 physical servers to Dell EMC Data Domain appliances.

Predictability in growth

Willy Schley, Ochsner's chief information security officer, notes, "Our mission to save and change lives depends on the data we deliver. Standardizing our storage and data protection on Dell EMC provides us with predictability and confidence in protecting our information. We can't care for people without caring about their data."

Dell EMC Isilon scale-out storage and high-performance XtremIO storage help Ochsner smoothly and reliably expand healthcare operations. In addition, Ochsner engineers use VMware vRealize to automate and speed development of applications running on XtremIO storage.

Terry Williams, Ochsner's director of technology development, comments, "Because Dell EMC provides us with a solid, scalable platform we trust, we've modernized and expanded our infrastructure to keep pace with fast-growing performance and availability requirements. This helps us move faster toward fulfilling our mission of better patient outcomes.

"The tight integration and compatibility matrix between Dell EMC and VMware make everything simpler to manage while improving reliability," Williams notes.

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>
> Willy Schley,
> Chief Information Security Officer,
> Ochsner Health System

Epic database backups reduced from 24 hours to

1 hr

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Hurricane-proof patient care

Since replacing IBM TSM tape backup with Dell EMC, Ochsner IT reports faster, more streamlined data protection processes. "Using Dell EMC ProtectPoint for our fast-growing Epic database shaved our backup window from 24 hours to one hour, which was fantastic," says Schley.

"With Dell EMC Data Protection, we can reliably back up our entire VMware environment using image-level backups," Schley continues. "We are currently backing up all 3,200 VMware clients in under an hour with monthly success rates of 98 to 100 percent."

In addition, Data Domain deduplicates Ochsner's backup data by 30 to 40 percent, greatly reducing the backup storage requirements.

IT is acutely aware that patient care must continue when hurricanes strike the region. Schley reflects, "We're most vulnerable during hurricanes. We've had roofs fly off our buildings and primary power cut off. But we've never lost our data center. Protecting and storing our healthcare data are things we absolutely need to do right. Dell EMC is a big reason why we succeed."

Data deduplication reductions of 30%-

40%

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Terry Williams,
Director of Technology Development,
Ochsner Health System
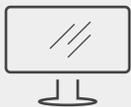
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