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Success Story

MICRONEUROSURGICAL CONSULTANTS

Medical Practice Operates with Improved HIPAA Compliance Thanks to Versatile REO Disk-Based Backup Appliance

Challenges

- Tape-based backup solution was time consuming and complex.
- Leading-edge practice management system created sharp rise in data and drove need for improved backup and recovery.
- Growing concerns over HIPAA compliance and need to access vital patient records led to evaluation of more scalable storage foundation.

The Solution

REO 4000

Benefits

- Easy, intuitive, quick installation.
- Now backs up twice as much data in half the time while restores take less than a minute.
- Exceptional price per gigabyte of storage.
- Versatile platform accommodates growing storage needs as well as backup and recovery requirements.

Reseller

BayPointe Technology
www.baypointetech.com

Microneurosurgical Consultants, P.C. is a Portland, Ore.-based medical practice that treats brain, neck, back and spinal conditions. Using state-of-the-art technology, Microneurosurgical Consultants' physicians and support staff provide superlative adult and pediatric neurosurgical care. The practice works with three Portland-area hospitals, where physicians use the latest surgical techniques to deliver the highest levels of care while minimizing patient hospital stays.

In 2003, a continuing commitment to providing physicians and staff with leading-edge information tools led to the implementation of a new practice management offering from GE Healthcare. With the system, Microneurosurgical Consultants focused on improving access to patient files while ensuring compliance with HIPAA (Health Insurance Portability and Accountability Act) regulations. To that end, the practice added tablet PCs so physicians and staffers could maintain up-to-the-minute electronic records.

"The REO is fantastic, almost too good to be true. It's all it claims to be and more-an easy-to-manage, versatile, fast and efficient data protection appliance that provides peace of mind."

Dan Schrenk
IT Manager, Microneurosurgical Consultants

"The overriding theme of our upgrade was to give the doctors access to their data regardless of whether they were in the office, hospital or working from home," says Dan Schrenk, IT manager at Microneurosurgical Consultants. With responsibility for the prac-

tice's technology arsenal, including a virtual private network, Voice over IP (VoIP) telephone system and data storage, Schrenk sought best-in-class solutions for integrating isolated islands of data while providing complete protection of vital patient information.

The Challenge

Historically, Microneurosurgical Consultants stored its data on SCSI hard drives that were locally attached to four Microsoft Windows 2003 servers, three Linux servers and one Macintosh-based server. With storage growing by at least four gigabytes per year, the practice underwent two disk-drive upgrades to keep up with capacity. One problem that plagued Schrenk was the inability to purge older files; despite the fact the practice typically only saw patients for up to six months before releasing them to their primary physicians.

Another challenge was managing backup and recovery, which entailed backing up server data to direct-attached tape drives. "Operating and maintaining eight tape drives was a nightmare," says Schrenk. "In addition to making sure all the backups were successful, storing and keeping track of the growing mound of tapes was increasingly difficult and time consuming."

Equally concerning was the surge in data as physicians embraced the new practice management system. The sharp increase in email and electronic records caused a heavy burden on the practice's storage, backup and recovery capabilities. Not only did Microneurosurgical Consultants need a more efficient method for storing and backing up data, patient information had to be accessible swiftly and accurately. Neither was possi-

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ble with the current direct-attached storage and tape-based backup solution.

The Solution

In seeking new hardware for the practice management system, Schrenk looked at Dell blade servers along with different approaches for increasing storage capacity and data protection. The short list included storage virtualization software from FalconStor, high-capacity storage solutions from EMC and IBM as well as a disk-based backup appliance from Overland Storage.

FalconStor's IPStor was ruled out because Schrenk was concerned about undue pressure on the local area network, which could impact the practice's mission-critical VoIP system. EMC's and IBM's solutions both provided ample capacity but were cost prohibitive.

Schrenk then was introduced to Overland's REO 4000 disk-based backup and recovery appliance by a trusted reseller, Bob King at Bay Pointe Technology. Schrenk was intrigued by the outstanding price-per-gigabyte, the ease of allocating storage dynamically and REO's ability to leverage iSCSI speeds for accelerating backups and recovery.

"Getting 2.5 terabytes for less than \$10,000 is amazing," he says. "With IBM, the chassis alone for TotalStorage cost four to six times more than the REO. Backup from EMC would have cost leaps and bounds more too, since it required additional equipment to get a complete solution. REO gave us everything for dynamic storage allocation as well as fast and simple data protection."

Setting up the REO was so easy Schrenk completed the process without assistance. "Installation could not have been easier," he says. "It was all very intuitive. The REO was up and running in less than one hour." The versatile appliance is used to acceler-

ate backup and recovery while extending dynamic storage on the servers. The REO's management interface scores points for its easy-to-follow design. "Just a few clicks and you're where you need to be," says Schrenk. "Now we can add storage on the fly as well as streamline backup and recovery."

The Benefits

With the REO, Microneurosurgical Consultants backs up twice as much data in half the time while accelerating the previously arduous task of restoring data. "It used to take hours-sometimes, even days-to find lost files," explains Schrenk. "With REO, file recovery takes just a few minutes, which is a huge burden off my back."

Versatility is another REO strong point. Microneurosurgical Consultants has consolidated storage and backups while having ample capacity to accommodate two or three years of data growth. In addition, the ability to add on-the-fly storage readies the practice for hosting its own portfolio of x-rays. "Creating Logical Unit Numbers (LUNs) is intuitive and straightforward," Schrenk says. "Carving out additional space for storage and backups as needed is a breeze."

By consolidating data on the REO, Microneurosurgical Consultants has a single access point for data physicians and staffers depend on most. Schrenk also backs up month-end data on an attached tape drive as part of leveraging a complementary disk-to-disk-to-tape (D2D2T) solution for storing critical data off-site.

The REO has reduced Schrenk's daily administrative time by 60 to 90 minutes-saving about one workday a week that can be spent on more pressing duties, including completing rollout of the practice management system, which is slated for March 2006. In the future, Schrenk is

likely to upgrade to a REO 9000, Overland's high-end appliance that delivers fast backups and near-instantaneous restores for up to 9.6 terabytes of data, while moving the existing REO to the practice's disaster recovery site for data replication. "The REO is fantastic, almost too good to be true," concludes Schrenk. "It's all it claims to be and more-an easy-to-manage, versatile, fast and efficient data protection appliance that provides peace of mind."

About Overland Storage

Now in its 25th year, Overland Storage is a market leader and innovative provider of simply protected storage solutions – smart data protection appliances and software modules designed to work together, affordably, to ensure that information is automatically safe, readily available and always there. Overland's award-winning data protection solutions include the ULTIMUS SERIES™ of protected primary storage appliances; the REO SERIES™ of disk-based backup and recovery appliances; and the NEO SERIES® of tape libraries. Overland sells its products through leading OEMs, commercial distributors, storage integrators and value-added resellers. For more information, visit Overland's web site at www.overlandstorage.com.



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