



Customer overview:

Waterbury Hospital is a 350-bed hospital serving central Connecticut. Waterbury employs over 2,000 people and serves over 100,000 patients annually.

Challenge:

- DR testing was inadequate.
- HIPAA auditing mandates weren't being met.
- Budget had no room for improvement.

Solution:

ART from TSMworks:
Automated Restore Testing for Tivoli Storage Manager.

Benefits:

- All servers are tested, not just some.
- HIPAA requirements for a **tested** DR plan addressed.
- Large reduction in backup storage.

ART Trims Terabytes at Waterbury Hospital

Recovery Testing software has unexpected benefits

The annual Disaster Recovery test had just been postponed due to budget constraints. For Network Engineer George Adamo, who was responsible for recoveries, "Do more with less" had just gotten personal.

Waterbury Hospital, founded in 1890, prides itself on quality of patient care. But Adamo knew how heavily that quality depended on information systems – and how few of those systems were tested by their annual DR test at Sungard.

DR Testing dubious at best

Adamo saw the cancelled DR test as an opportunity. "We need a better way to test recovery. We'll never have the money or time to go to our offsite location and restore everything. What we really should do is spread that money around and do more in-house testing."

Adamo contacted TSMworks, a Raleigh, NC firm specializing in Tivoli Storage Manager. TSMworks' product, ART, fit the test-everything philosophy perfectly. ART restores a file at random from every client node, sweeping the entire enterprise for problems.



“... I had no idea we might reduce storage costs so much!”

Surprising results

ART's first trial run registered failures on over half of the 20 clients tested. Adamo quickly looked into the causes.

Many failed because, according to ART, they had not been backed up for over a week.

Adamo asked one server admin why that server had not been backed up lately.

Admin: "Well, we rebuilt that server as 64-bit while you were on vacation. I guess there's no backup client on it."

Adamo: "So, when were you planning on telling me this?"

Mr. Lindsay Morris, CEO of TSMworks, says communication snafus are only one cause of recovery failures. "Data centers are complex, and changes happen all the time. Automated testing will often catch problems that backup-monitoring tools miss."

Auditing validation met

Waterbury, like most hospitals, has problems satisfying the HIPAA audit requirement for periodic testing of DR plans. This was another primary reason for evaluating ART.

"Backups are like parachutes," says Adamo. "You never want to use them. But if you have to, you don't want any holes! ART is helping us find the holes."

Failed tests uncover waste

Adamo kept working through ART's failure list.

He found that an old disk drive's data had been moved to a newer drive. The old drive was, of course, no longer scheduled for backup. Adamo could simply have told ART to ignore the old drive. But instead, he deleted it – and its storage – from the backup server.

In another case, a user's manual backup had accidentally pulled in a remote share, backing up over a million files needlessly. Again, Adamo deleted the needless backups.

After working through ART's failed backup list, Adamo found that he had trimmed over 14 Terabytes of needless storage. This was a partial evaluation; a complete run of ART is projected to reduce Waterbury's total backup storage by 16%, saving them over \$13,000 every year.

"We were interested in handling HIPAA storage audits better, but I had no idea we might reduce storage costs so much!" says Adamo. "It looks like that alone will pay for ART in 90 days."

For more information:

www.tsmworks.com.

