

# Progressive Health System in CT

## New Storage Solution

One of Connecticut’s leading health care systems, with over 10,000 employees serving the residents of Connecticut, eastern New York, southwestern Rhode Island and beyond, is a leader in the use of technology in healthcare. The health system—through its hospitals and other affiliated organizations—offers patients a range of health care services, from primary care to the most complex care available anywhere in the world. When the health system looked to update, modernize, reduce cost, drive efficiencies and prepare the server and storage infrastructure for the future, they turned to Vicom and IBM.

## Challenge

Facing the challenge of replacing a legacy storage environment while driving efficiencies and reducing costs, the health system was in need of a solution that would allow for seamless transition to a newer storage environment. The existing storage environment was very complex to manage, inefficient, and carried high management costs. In addition the health system is continually expanding and has had no effective way to integrate newly-acquired hospital IT environments into its existing infrastructure.

## Implications

The legacy storage environment provided no central way to manage multiple tiers of storage—and multiple manufacturers—which meant that separate management systems and skillsets were needed for each of the different types of storage. The environment was also plagued by inefficiencies, such as an inability to thin provision and a lack of automatic tiering capabilities. Instead of utilizing automatic tiering to position data on the appropriate level of storage based upon needs and use, most data resided on very expensive Tier 1 storage. The result was a very inefficient and expensive storage environment.

Additionally, there was no easy way to migrate to a new storage platform without significant expense, resources and downtime, and no strategic and effective way to incorporate storage added via hospital acquisitions.

## Solution

Vicom and IBM helped to create an IBM storage solution that included IBM San Volume Controller (SVC), DS8000, XIV, and N series Gateways.

This solution created a central management platform for all of the health system’s storage—IBM and other vendors—as well as automatic tiering capabilities to ensure that data is located on the appropriate type of storage, based upon its value and usefulness to the health system.

Installation and training services were also provided by IBM and Vicom to ensure that the new solutions integrated seamlessly into the existing environment, and to provide skills transfer and functional knowledge of the new solutions.

## Benefits

The health system was able to replace their legacy storage environment with a virtualized, tiered storage solution that automatically places critical data in its optimal tiered location, and provides central management capabilities, replacing their old "silo" approach to data storage.

IBM SVC technology enabled replication to the secondary datacenter and DR site without need to have identical SAN storage in each location. This replication is handled seamlessly through the SVC. The SVC and XIV were also utilized to migrate the legacy storage environment to the new IBM environment with minimal downtime, thereby minimizing risk to the health system. The SVC solution allows for the integration of acquired hospitals’ storage into the health system's storage environment, providing the ability to leverage existing investments, while utilizing a single interface to manage the entire SAN storage system.

This solution has allowed the health system to create a more robust, resilient, manageable environment, allowing for immediate and future cost reductions and more efficiency throughout the overall storage environment.



## About

- 3 major hospitals, plus medical group
- Over 10,000 employees
- Comprehensive health care provider throughout CT, RI, and eastern NY

## Solution Highlights

- Full IBM & Vicom turnkey solution to address all aspects of the health system’s storage needs
- IBM San Volume Controller (SVC) to provide storage virtualization
- IBM DS8000, XIV, & N series gateways to replace legacy storage environment
- IBM N series gateways to provide NAS functionality
- Central storage management and replication for DR
- Seamless migration from older storage technology to IBM solutions with minimal downtime
- Support and reuse of legacy storage equipment in new environment—investment protection
- Automatic tiering of data for effective use of storage and cost reduction
- IBM and Vicom services to integrate and optimize the environment