



# CASE STUDY

## Solution at-a-glance

### Company

Minnesota Life

### Industry

Healthcare

### Environment size

Mid-range

### Employees

1,300

### Customer application

Archiving Data

### StorageTek® solutions

TimberWolf® 9730 tape library

### Other vendor solutions

- Quantum DLT 7000 tape drives
- LEGATO NetWorker software
- Windows NT and NetWare servers
- SQL database
- McKesson Horizon Patient Folder document imaging system

### Business results

- Reduced storage costs
- Faster data access
- Improved data security
- Centralized backup
- Better positioned to comply with HIPAA

## Kern Medical Center

### Centralized StorageTek-based tape solution takes headache out of backup.

Kern Medical Center in Bakersfield, California, needed a reliable, high-performance solution for backing up the data held in its new McKesson Horizon Patient Folder document imaging system. At the same time, the medical center wanted a storage solution that could be expanded over time to back up a broad range of medical, financial and administrative data.

#### Business issues

Kern Medical Center's approach to backup was server-centric. Each of the more than 40 servers in its data center hosted a tape drive for backup. System administrators relied largely on manual process for backing up data, tracking tapes and restoring files. Tape resources could not be shared among servers, leading to the under-utilization of some tape drives and cartridges.

#### The solution

Datalink, a StorageTek® partner, worked with McKesson to design a comprehensive backup solution for the data held in Kern Medical Center's McKesson system. The solution was designed to be scalable to accommodate a range of backup needs and rapid growth in the volumes of stored data.

Solution components include:

- A StorageTek TimberWolf 9730 tape library for automated backup of distributed data
- Quantum DLT 7000 tape drives for dependable data storage and retrieval
- LEGATO NetWorker Power Edition software and Autochanger Module for storage management
- McKesson Horizon Patient Folder document imaging system for medical record imaging and patient information

The solution was deployed initially to back up the data from the McKesson document imaging system. It was later expanded to encompass the backup of the majority of the data center's Windows NT and NetWare servers. The result was a highly automated, enterprise-level data protection solution.

#### Business benefits

Kern Medical Center has moved beyond the limitations of manual-based backup processes. Backup now takes place automatically, with minimal staff intervention. In typical circumstances, tapes are handled only in the process of moving duplicate copies to an offsite facility for disaster recovery.

Kern Medical Center's system administrators set the schedule for backing up the data on 45 servers. Each evening, the LEGATO NetWorker software manages the process of capturing 360 gigabytes of data and writing it to the tapes in the StorageTek 9730 library. The library monitors drive status and automatically recovers from errors.

Backup processes now take about four hours, down from eight hours or more with the previous backup scheme. The ability to complete backups in less time allows Kern Medical Center to continue to work within its backup windows as data volumes grow.

#### Financial benefits

Automation of backup processes has produced significant savings in staff time. On a typical evening, the solution saves 90 minutes to 2 hours of IT staff time that would have otherwise been spent on the process of moving tapes in and out of drives and tending to other manual tasks.

The medical center has also realized time savings associated with faster file restores. It now takes IT staff about half the time that it used to take to locate and restore a file from tape.

The solution has enabled Kern Medical Center to gain higher utilization of tape drives and tape cartridges. With server-centric backup, the excess capacity on a particular drive or tape could not be made available to other systems easily. Now, drives and tapes can be used to their full capacity.

### Technology benefits

The solution provides the scalability needed to handle expected future growth. In recent years, the medical center's volume of stored data has grown at an annual rate of approximately 30 percent and the number of servers in the data center has increased fourfold.

To accommodate growth, the 9730 library can be expanded to 30 cartridge slots and more than a terabyte of uncompressed capacity. It also offers the flexibility to work with diverse systems, including UNIX, Windows NT and Novell NetWare platforms.

Looking ahead, centralization of backup leaves Kern Medical Center better positioned to comply with emerging U.S. federal guidelines that regulate the security of hospital patient data under the Health Insurance Portability and Accountability Act (HIPAA).

### About Kern Medical Center

Kern Medical Center offers a wide variety of services to residents in Kern County, California. The hospital's departments specialize in everything from general surgery to OB/GYN to physical therapy. The more than 1,300 staff members at Kern Medical Center use their expertise and knowledge to give patients the best care possible. To learn more, visit [www.kernmedicalcenter.com](http://www.kernmedicalcenter.com).

Case study company: **Kern Medical Center**  
[www.kernmedicalcenter.com](http://www.kernmedicalcenter.com)

*"When determining the appropriate products for the backup solution for Horizon Patient Folder (HPF) applications, McKesson was especially sensitive to selecting a manufacturer that provided quality products that deliver consistent technology enhancements and, most importantly, a world-class service organization that delivers 24 x 7 x 4 onsite service to their health care customers located all across the United States. StorageTek fit the strict quality, technology leadership and world-class service requirements. Over the past five years that Datalink has been delivering turnkey backup solutions for McKesson, StorageTek has delivered solutions that have improved performance four-fold and consistently provided the service level agreements required by McKesson."*

Judith L. Webb, McKesson National Account Manager, Datalink Corp.

### About Datalink

Datalink, based in Minneapolis, Minnesota, is the nation's leading independent architect of enterprise-class information storage infrastructures. As an independent, Datalink designs, builds and supports information storage architectures using the best possible technologies. Datalink's customized storage infrastructures provide information availability, storage, protection and continuity for clients. To learn more, visit [www.datalink.com](http://www.datalink.com).

### About McKesson

McKesson is a leading provider of innovative solutions in supply, information and care management through advanced technologies and services that deliver greater return on investment and better patient outcomes for providers, payors, employers and manufacturers. With revenue of \$42 billion for the fiscal year ended March 31, 2001, McKesson ranked No.31 in the 2002 Fortune 500. To learn more, visit [www.mckesson.com](http://www.mckesson.com).

### About the solution

Designed to meet the backup and archiving needs of small- and medium-sized businesses, plus enterprises using distributed data, the TimberWolf 9730 tape library creates an innovative new class of entry-level library. Capitalizing on the proven technology of StorageTek's larger libraries, the compact 9730 stores up to 2.1 terabytes of information (compressed) in a unit about the size of a workstation.



## ABOUT STORAGETEK

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit [www.storagetek.com](http://www.storagetek.com), or call 1.800.275.4785 or 01.303.673.2800.

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