



GLOBAL SERVICES

STORAGE MANAGEMENT

HEALTHCARE ARCHIVE SOLUTION

Key benefits

Operate with confidence

Our storage experts and services personnel monitor and manage hardware and software 24 x 7. Help avert or resolve problems before they occur — preventing downtime that could impact patient outcomes.

Reduce storage management stress

This solution allows you to manage storage more effectively and return medical staff to their core competencies.

Avoid loss of critical data

Less intervention means fewer errors in critical information.

Easily comply with regulatory mandates

You can access required records faster and more efficiently.

Simplify storage management

We manage your archive solution and relieve your storage burden, which saves internal labor costs.

Maximize storage efficiencies

Our services can help you achieve better management of your exponential data growth.

Improve quality of service

Our storage experts report, monitor and manage your storage performance on a continual basis through our Storage Operations Center (SOC).

Remote Managed Storage Services

When data is critical, it pays to watch with two sets of eyes. You need a predictable and proactive storage management solution suited for your specific needs in the medical environment. When it really matters, you can't risk poor data access and protection. Doctors need data no matter the time of day or night, and medical staff should not be burdened with urgent storage management operations.

Remote Managed Storage Services for Healthcare Archive solution works behind the scenes to monitor, report and remotely manage your storage infrastructure. Medical staff no longer need to concern themselves with daily storage management tasks in order to have confidence that the required critical records and data can be easily accessed and retrieved quickly.

Meeting the challenge of complexity

The amount of digitally-stored patient information in healthcare enterprises has increased at breakneck speed. It's a daunting challenge to efficiently access and maintain this complex information while complying with the Health Insurance Portability and Accountability Act (HIPAA). Information storage has become more specialized, more complicated and more labor intensive.

Delivering a healthy solution

StorageTek's Remote Managed Storage Services for Healthcare Archive solution simplifies data management for you. We take over the burden of daily storage management of your data from the exit of your Picture Archive and Communication System (PACS) all the way through the data's lifecycle, including monitoring of all hardware, software and expansion needs. We take on the information storage management so that you can focus on your core competencies. Gaining efficiencies in your storage operations leads to better efficiencies in your healthcare environment.

Services are delivered primarily through our state-of-the-art, remote Storage Operations Center (SOC). The SOC provides round-the-clock monitoring with one point of contact, a senior technical account manager who serves as a focal point for each customer. Services are tailored to your specific storage management issues and budget:

- Application Storage Manager® (ASM) software transparently moves data files and automates retrieval across a storage hierarchy from disk to appropriate, cost-effective storage media. Your ASM system attendant monitors the software solution.
- Monitoring and reporting provide inventory reports, event notification and configuration change notification as you require. A tool set proactively identifies and may resolve hardware problems before they occur, preventing unnecessary downtime. Diagnostics assist in expediting hardware problem resolutions that may not require physical intervention at the site.
- Disk and volume services increase total disk capacity and performance while decreasing the time and cost of provisioning disk volumes.

- Tape backup and restore services can improve backup windows, increase the percentage of completed backups and provide more reliable restores — while also addressing data protection.

Medical technicians are experts in highly specialized fields. They're good at their jobs. Why burden them with information management tasks as well? The path to high data availability and security is StorageTek's Remote Managed Storage Services for Healthcare Archive solution.

Seamless integration of tiered storage means faster diagnosis and more satisfied patients. When managing the data produced by a PACS is critical, when does it matter more? Keep your data alive and well. It's too important not to be sure.

Why StorageTek?

For more than 36 years, we have been focused exclusively on storage and storage management, and we know storage better than anyone else. Customers trust us to protect more data than anyone else on earth. We own the problem from beginning to end.

Engage the storage experts

StorageTek's Global Services professionals help you address storage challenges by delivering integrated solutions that optimize and manage storage performance over the life of your data.

Focused on cost management, reliability and flexibility, our proven methodologies and commitment to best-in-class, global professional services and multi-vendor support help you gain and sustain measurable results. Covering over 50 countries, more than 2,100 service professionals deliver solutions that support more than 17,000 customer data centers worldwide.

Real-world results

Situation. A leading medical center needed to improve patient care outcomes and more easily comply with HIPAA data retention requirements.

Solution. StorageTek® in partnership with a medical solutions partner, worked hand-in-hand to develop a Picture Archive and Communication System (PACS), focused on enhancing performance and operational efficiencies. StorageTek helped the medical center consolidate its discrete departmental networks into an enterprise-wide PACS support infrastructure. To manage the current image data of more than 20 terabytes, Application Storage Manager® (ASM) software application was installed. A Web-based interface was also introduced so that patient cases could be accessed from anywhere.

The medical center also had the need for remote administration. Being able to get utilization and performance information remotely was important to the health administrators. Remote Managed Storage services were utilized in this solution.

Result. The StorageTek solution relieved this medical center's support team and end users from day-to-day data transfer tasks. The ASM software helps handle these tasks transparently. Being able to get utilization and performance information make life simpler for the overworked professionals. The medical center met its goal of complying to HIPAA information retention regulations six months early. The strong set of reporting tools enables the medical center to administer their network much more proactively. Precise usage reports eliminate conflicts over charge backs. The new technology has also enabled the medical center to cut costs and boost revenues.

But more importantly, the centralized, enterprise-wide storage services utility model has enhanced patient care. A Web-based access interface was introduced to boost practitioner collaboration on patient cases by enabling access from anywhere. With StorageTek's Remote Managed Storage Services, the medical center was able to administer their network much more proactively with a strong set of reporting tools (operationally). From a business perspective, Remote Managed Storage Services helped eliminate interdepartmental conflicts dealing with charge backs by generating precise usage reports.



STORAGETEK®

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, or call 1.800.275.4785 or 01.303.673.2800.

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