

HOW DATA AVAILABILITY SAVES CHILDREN'S LIVES

To ensure 24/7 access to patient records and diagnostic images—and regulatory compliance—Phoenix Children's Hospital upgraded its data protection and storage infrastructure



Healthcare

United States

Organization needs

With children's lives at stake each day, clinicians at Phoenix Children's Hospital need fast, secure, 24/7 access to patient records and diagnostic images, which the hospital must archive for as long as 18 years and keep compliant with regulatory requirements. IT also needed fast, easy backups that are automated as much as possible.

Solutions at a glance

- [Dell EMC Data Protection Software](#)
- [Dell EMC Data Domain](#)
- [Dell EMC Cyber Recovery Solution](#)
- [Dell EMC ECS](#)

Organization results

- Ensures 24/7 availability of patient records and images
- Accelerates data restore, enhancing the user experience
- Simplifies data management, backup and archiving
- Streamlines and assures regulatory compliance
- Reduces backup times by 70 percent
- Reduces operating costs and saves \$100,000 in capital costs

“Now we can back up all our production data in under seven hours using Dell EMC Data Protection Software with Data Domain. We love its simplicity and easy, automated management.”

Theodore Fotias
Vice President, IT Infrastructure, Phoenix Children's Hospital

When a car hit a boy in a small Arizona town, he was airlifted to Phoenix Children's Hospital Trauma Center. For his care, doctors and nurses needed fast 24/7 access to the youngster's records and images, which must be kept at least until his 18th birthday.

Data availability and security are vital to the treatment and privacy of the hospital's 13,000 in-patient visitors a year, plus 86,000 ER patients and 300,000 outpatient visitors. Regulatory compliance is at stake, too. "To care for our kids, clinicians need the right information at the right time," says Theodore Fotias, vice president for IT infrastructure. "And data must stay private and secure."

Time to upgrade

The hospital's data protection infrastructure had fallen short of what its electronic health records (EHR) system and its picture archiving and communication system (PACS) needed. That's not to mention other apps on 700 virtualized servers across 30 hosts. Fotias estimates its data totals more than 500 terabytes, with 30 terabytes added each year.

Previously, the hospital was using Veritas NetBackup. "But our backups took all weekend, from Friday evening to Monday morning," Fotias says. "We couldn't trust that our data would always be 100 percent available to our doctors and nurses, which could be life-threatening."

Complementary data protection and storage

To address this, Fotias turned to Dell EMC for a combination of the Data Protection Software and Data

Domain protection storage coupled with Dell EMC ECS. "These two solutions work well together and help ensure regulatory compliance," he says.

To safeguard data archives, Fotias added the Dell EMC Cyber Recovery Solution. It does periodic bit-level backups over a secure connection to Data Domain. The automated connection opens only long enough to update the archive's backup and then closes.

"Now we can back up all our production data in under seven hours using Dell EMC Data Protection Software with Data Domain versus my previous solution with Veritas NetBackup," Fotias says. "We love its simplicity and easy, automated management. It helps IT focus more on improving care delivery."

Helping transform IT via faster data extraction

Fotias reports that migrating the hospital's data archive from its previous disk storage system to the Dell EMC ECS platform saved approximately \$100,000 in added storage. "For IT, faster data restore speeds and resulting time savings are transformative, because we can extract terabytes of data in less than an hour using the Dell EMC ECS," Fotias says. "Most importantly, our clinicians can access the data and images they need to treat the kids much faster, transforming their productivity and user experience. Ultimately, we're improving patient care for our kids with our Dell EMC data protection and storage solutions."



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