TransForm SSO future-proofs backup infrastructure to support business growth

Healthcare technology firm remedies aging backup system with technology refresh and expert advice from Sentia.

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CUSTOMER

When it comes to priorities, health is number one – that applies to both personal well-being and to the organizations that service and support our healthcare networks. TransForm Shared Services Organization (TransForm SSO) is one such enterprise. Since 2013, it has been providing a range of supply chain services, information technology/information management services and project management to the five member hospitals in southwestern Ontario's Erie St. Clair Local Health Information Network (ESC LHIN).

CHALLENGE

TransForm SSO is always striving to improve its existing services and seek out new ways to support the hospitals in their delivery of exceptional patient care. The company's IT staff was struggling to keep pace with daily operations, let alone finding the time to plan and implement new projects – such as the development of a new backup strategy for growing volumes of data. TransForm SSO's tape infrastructure was aging, so a newer and more efficient solution was required.

Bob Swiatoschik, Director of Information Technology at TransForm SSO, saw the immediate need to take action: "With the explosion of data we're handling, we needed to increase our speed and capabilities for backup and recoverability," he stated.

Mr. Swiatoschik realized that while the talent on his team were strong, they were already quite stretched and there was a need for a helping hand. "We have good people but they are buried doing day-to-day support so we needed the skills and experience of a technology partner to help execute a backup infrastructure refresh."

SOLUTION

Through a rigorous RFP process, TransForm SSO selected Sentia to implement the new system. In addition to criteria such as key technical certifications and solid expertise in virtualization and other leading technologies, the organization sought a team with whom they could develop a long-term relationship.

HIGHLIGHTS

- **TransForm SSO establishes relationship with Sentia for technology and healthcare industry advice, expertise and proof-of-concept testing.**

- **Vastly improved scalability with modernized backup solution, has allowed TransForm SSO to support exploding data needs and focus on business growth activities.**

- **TransForm SSO is well positioned to broaden its service offerings to healthcare organizations.**

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After scoping out TransForm SSO's existing environment, Sentia crafted a modern backup strategy that would scale along with the company's growth and provide a cohesive solution for the member hospitals.

The solution allows TransForm SSO to take advantage of the latest backup techniques and technologies for simplified and highly efficient data protection. Elements include:

- IBM Spectrum Protect combined with IBM Spectrum Protect for Virtual Environments data protection platform
- TS 4500 Enterprise tape library with LTO 7 drives
- IBM Storwize V7000 SAN
- IBM Power System S824 server with flash drives

Sentia applied its best-practices approach and comprehensive professional services – including assessment, design and implementation – to ensure the backup infrastructure upgrade was successfully deployed.

This project was the starting point of what has become a long-term partnership between TransForm SSO and Sentia.

"Sentia did a superb job in managing this project and the co-ordination between their staff and ours was excellent," said **Jeff Dugan**, *Manager, IT Infrastructure*. "We now hold quarterly on site meetings with Sentia to debrief past projects, discuss current projects and plan for future needs. Sentia provides valuable updates on technological enhancements and technology trends specific to the healthcare industry."

OUTCOME

TransForm SSO has realized substantial benefits with the modernized backup solution:

- **The over 1 petabyte of backup disk storage has been reduced to 550TB,** by utilizing the "dedupe" feature, saving the member Hospitals over $950,000 (on cost avoidance)

- Implementing compression on TransForm's storage farm, has freed **over 75TB** of storage which is now available for our growth, providing a cost avoidance

- Reduced time to complete maintenance tasks from **24 hours to just one or two hours**

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RESULTS

- **Enhanced** throughput for all backups and restores

- **Reduced** data center footprint

- **Higher** backup success rates

"Sentia truly understood our needs in a healthcare environment and our work with them became a starting point to a lasting relationship."

Bob Swiatoschik,
Director of Information Technology,
TransForm SSO

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