

## Imaging The South Customer Success Story



*"The Superloader 3 suited all our requirements in terms of capacity, growth, pricing, simplicity and reliability."*

- Chris Germon,  
IT Coordinator  
Imaging The South



### Imaging the South Stores Patient Details Digitally Using Quantum's Superloader™ 3

#### Company Overview

Imaging the South (ITS) is one of Australia's most progressive diagnostic imaging groups, providing services such as X-rays, CT and MRI scans, nuclear medicine and ultrasounds. A leader in its field, ITS stores all of its imaging in a data centre that can be accessed by radiologists from all over the world, who can then provide patients with digital diagnoses.

Providing these services digitally is not only a convenient way to store and supply information, it also gives patients in Western Australia (WA) access to the world's best radiologists which is particularly important to an area as remote as WA.

The company's IT solutions are vital to the ongoing success of such a technology-driven company, so its web-based Radiology Information System (RIS) and Picture Archiving Communication System (PACS) are a high priority in terms of maintenance and preservation.

#### The Challenge

Medical imaging is a relatively new but rapidly growing industry in Australia and with an aging population and advances in MRI technology, the demand for data storage is rising rapidly. For the medical profession as a whole, growth in data storage requirements is becoming a major issue.

ITS stores over one million strictly confidential files on its system, files that are crucial to a patient's efficient diagnosis and ongoing treatment. Backing up this data is critical to the company, which is required by law to keep patient records for a minimum of seven years.

In 2005, ITS conducted a thorough risk assessment of its IT infrastructure through its IT services provider, Alphawest, paying particular attention to the backup capabilities of the previous system which was a Sony AIT-3 tape drive installed in a desktop computer. In addition, server networked HDD drives

requiring backup were mapped using Symantec's VERITAS Backup Exec™ to back up those drives to tape across the local and Wide Area Networks. ITS was concerned about the business impact of not having a more robust backup strategy and implemented the recommendations from Alphawest to ensure they had a system that could execute best practices for data backup and restore.

Chris Germon, IT Coordinator at ITS comments, "System downtime in data retrieval severely impacts our business on a day-to-day basis and affects our ability to meet the needs of our customers and their patients. From a company perspective however, large-scale data loss would have a devastating impact on every aspect of our business."

"It was vital for us to have a reliable and comprehensive backup system in place to cover any disaster-related event. Our previous system just did not give us that security and left us vulnerable to undue risk, so the decision was made to install a new backup storage solution, that would give us the assurance that our information could be restored in a timely manner," he added.

#### The Solution

ITS used Alphawest, who had a good understanding of their business needs to recommend the Quantum storage solution. "Alphawest researched products that would best suit our needs and recommended Quantum's Superloader 3," said Germon. "We had no problem accepting this recommendation because today we use a Quantum M1500 modular tape library for our Picture Archiving and Communication System. The M1500 has proven very reliable so we were aware of the performance benefits of Quantum's solutions."

"Implementation was particularly straight forward," comments Germon. "From building the Windows server to attaching the Superloader 3 via a SCSI interface, it was a painless experience! If all goes as we forecast, we expect to



### BENEFITS AND SOLUTION NOTES

#### Key Benefits

##### Information Availability

- 200% reduction in time to access archived information from tape

##### Operational Efficiency

- 200-300% reduction in time to run backup (from 8 hours to 2 hours)
- 400% reduction in staff time needed to monitor backup

##### Scalability

- 80% annual growth in data storage accommodated with same backup staff

#### Solution Overview

- Quantum Superloader 3
- Quantum M1500
- Management software – Symantec VERITAS Backup Exec™ 10d
- Backup server OS – Windows server 2003
- Tape technology - LTO 2

increase our storage capacity in about 18 to 24 months, and then we'll definitely look to install the additional Superloader 3 magazine sometime after that."

#### The Benefits

Scalability is easy because of the ability to add an additional cartridge, and security is not an issue because the unit is in a secure data centre and protected by firewall systems," said Germon.

"The Superloader 3 suited all our requirements in terms of capacity, growth, pricing, simplicity and reliability. In addition, using an IBM disk based backup solution to minimize the down time of the transactional Microsoft SQL Server 2000 together with the Quantum Superloader 3 meant the backup server could be backed up to tape during the day, reducing downtime and improving productivity."

"While the driver for this project was risk avoidance rather than return on investment, it has been a great solution all round. The system was simple to deploy and we are now confident that not only is our backup solution a good fit, but also that the company has reduced its business continuity risk in the case of severe hardware failure."

"The increased efficiency in data retrieval and recovery has been outstanding. For example, backup used to take 6-8 hours as we were backing up across network from mapped drives. It now takes approx two hours using Symantec VERITAS Backup Exec™ 10d with server agents installed on the servers. This represents an improvement of approximately 300 percent."

"In addition, we've seen 200 percent reduction in time to access archived information from tape, a 400 percent reduction in staff time needed to monitor backup and 80 percent annual growth in data storage accommodated with the same backup staff."

ITS has seen a drop in the time it takes to restore from a backup which has promoted faster and more efficient responses when a user asks for a file to be restored. For example, data retrieval times from the old system was approximately 20-30 mins due to the retrieval and restore time across the network. The new system takes about 5 minutes due to the backup being cached on the backup server – retrieval time from tape to the backup server is also approximately 5 minutes. Customer satisfaction has increased because of this, with customers recognising and commenting on the difference in retrieval time.

"While previously, backups were automated, it used to take the staff approximately one hour a day to check the backup logs and manually investigate if a backup had failed. This is now automated with an email alert if a backup fails. Now it takes about one hour per week to check if backups have been performed. This equates to a cost savings of approximately AUD\$8,000 per year."

ITS is looking at deploying an Active Directory solution to all of its remote sites this year. As a result of the success ITS had with previous Quantum solutions, it will be implementing local Quantum LTO-2 tape solutions to all of its remote sites for local backup. The Superloader 3 can currently accommodate the data growth at Imaging the South's data centre for the next two years with the existing magazine and can support another one to two years by adding the second magazine.

The implementation of this solution has reassured ITS that its corporate data is safe and easily retrievable, should any information be lost. The Quantum solution has provided ITS with the simplicity and reliability of a world-class autoloader that brings peace of mind, cost savings and increased productivity.

# Quantum

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