St. Agnes HealthCare Finds Cure for Data Backup Ailments with HyperTape.

Dedicated to reaching new heights in medical care and serving as a model for faith-based health care throughout the world, St. Agnes HealthCare is a full service teaching hospital serving the mid-Atlantic area. Noted for its comprehensive Cardiology Service, the hospital also includes key services such as the Chest Pain Emergency Center, Women's Health Services, The Joint Connection, The Center for Minimally Invasive Surgery and Telemedicine, and the Pediatric and Adult Urgent Care Emergency Centers. As a prototype for medical centers around the world, St. Agnes continues to invest in new technology to keep up with the most innovative medical solutions.

One of their key acquisitions was the installation of MEDITECH's Client/Server (C/S) HCIS, the popular medical software from MEDITECH of Canton, Massachusetts. The C/S HCIS offers St. Agnes a complete solution for managing medical records, imaging and therapeutic services, and billing/accounts receivable.

Realizing the serious nature of the data retained at the facility in the C/S HCIS, St. Agnes was not comfortable with its current backup solution. They needed a system that would allow for easy backup and fast recovery of data in case of computer malfunction or other disasters throughout the organization. In hospital environments, data integrity is, of course, a most critical aspect of its continued success.

Requirements

St. Agnes needed a reliable backup solution for their MEDITECH databases. Key to the solution was the efficient backup and restore of the MEDITECH EMR database, providing complete integrity of their data. In addition, the system would need to be capable of expanding with St. Agnes as it realizes its future growth objectives and implements additional hardware and software to support that growth.

After reviewing their existing backup system as well as other solutions, St. Agnes wanted a better backup technology, optimized to support the sophisticated file structure of their medical software.

Then they were introduced to the unique technology provided by HyperTape HC, from BridgeHead Software.

Unique Technology

HyperTape HC provided St. Agnes Healthcare with an alternative to the backup/restore technology they already had in place. HyperTape HC was designed specifically for healthcare facilities that are using MEDITECH technology.
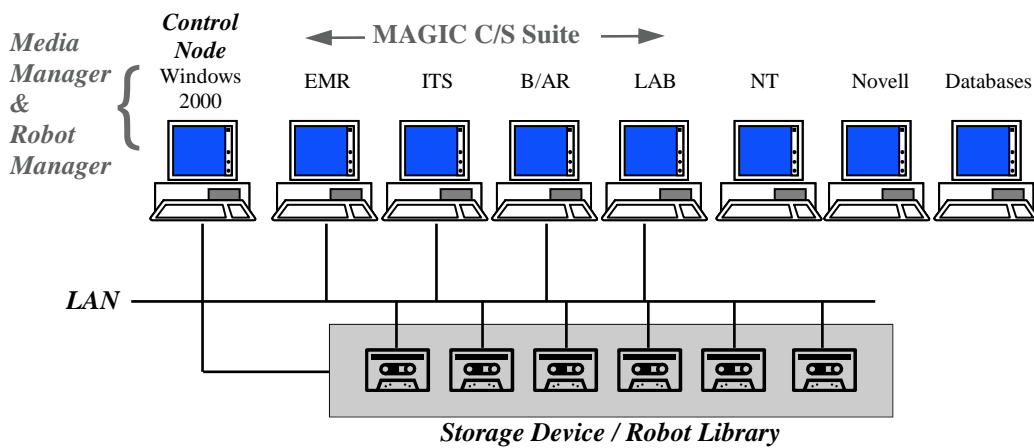
As with many healthcare systems, the MEDITECH C/S HCIS applications pose a unique challenge to backup and restore operations when running on Windows platforms. Traditional backup methods using file by file techniques are sometimes very slow, and restores can be very difficult due to the significant size of the catalogs.

HyperTape HC includes a set of tools written especially for the MEDITECH environment, that allows users to backup and restore their data at full disk drive speed. HyperTape HC first replicates the data, creating an exact copy on disk. It then uses its high speed image backup utility to back that copy to tape. All without any interruption to service. With a backup copy on disk and tape, restores become next to immediate.

"St. Agnes required a proven system that could backup in hours rather than days, and restore with complete integrity", said Tony Cotterill, president and CEO of BridgeHead Software. "Because HyperTape HC was designed and benchmarked for MEDITECH, we can assure St. Agnes that their critical data is secure. In fact, BridgeHead's HyperTape HC solution is fully endorsed by MEDITECH," continued Cotterill.

Media Manager & Robot Manager

Control Node Windows 2000

← **MAGIC C/S Suite** →

EMR ITS B/AR LAB NT Novell Databases

LAN

Storage Device / Robot Library

The MEDITECH EMR application in use at St. Agnes HealthCare is an Enterprise Medical Record system for customers running MEDITECH's Client/Server platform. The EMR is a lifetime database of patient demographic, insurance, visit history, and clinical information for every patient in the integrated care delivery system. The application ensures, for each facility in the organization, a common means to identify patients and to correctly store and retrieve all care information for patients.

The initial implementation at St. Agnes HealthCare was configured specifically for the MEDITECH system and covered:

- MEDITECH EMR application
- Dual connection SAN
- EMC FC4700 CLARiiON system
- QualStar 4210 tape library with AIT3 technology

St. Agnes' second phase implementation for all of its facilities added:

- Complete MEDITECH C/S HCIS applications
- Novell and Windows platforms
- SQL Server database
- Additional QualStar tape library with AIT technology
- Several workstations

Benefits

"We can now manage the backups of our critical EMR application with complete confidence" said Larry Lawson, director of technical services at St. Agnes. "Prior to using HyperTape, our (80 GigaByte) restores would take days and there were concerns about data integrity due to memory issues," continued Lawson. "Now we have faith in our system and look forward to proactively managing all of our MEDITECH data this way."

Products

BridgeHead Software's HyperTape is an enterprise backup and restore software solution for data, databases, and applications, that provides automatic, unattended backup of PCs, workstations, departmental servers, and enterprise systems across networks or to local tape drives or tape libraries. It is designed for efficient backup to automated high capacity peripheral systems.

HyperTape includes a media management module called OpenMedia, for volume, file, and device management under robotics or operator control. It allows for multi-hosted devices, and will automatically manage the access to SAN devices. HyperTape offers a unique backup technology that can dramatically reduce backup and restore times. In some cases, it can be 10x faster. HyperTape is the solution of choice for today's sophisticated computing landscape.

MEDITECH

MEDITECH offers their Health Care Information System (HCIS) on the Microsoft Windows-based Client/Server platform as well as the industry mainstay MAGIC platform. A full range of software applications for today's health care facilities is available in both technologies.

BridgeHead Software

BridgeHead Software is a storage management company focusing on enterprise wide backup/restore, email data management, disaster recovery, and related applications for virtually all platforms. With offices across the UK, Europe and the USA, BridgeHead has a significant customer base throughout the world. BridgeHead also has a growing international distribution network that provides sales, support, training, and consulting services to other major markets worldwide.

MEDITECH / BridgeHead Cooperation

BridgeHead's development relationship with MEDITECH is an industry model which has maintained MEDITECH's high standards for data integrity while allowing users to manage MEDITECH data protection from an enterprise-wide storage management infrastructure. The technology relationship between the Companies will broaden as they continue to work together on additional functionality.

For further information on HyperTape HC for MEDITECH's Client/Server HCIS, MEDITECH's MAGIC HCIS, or serverless backup (ISB), please contact BridgeHead Software at one of our office locations below.

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