

## ► Case Study: Royal Cornwall

COMMVault SOFTWARE ADDRESSES ARCHIVING CHALLENGES, ALLEVIATES BACKUP AND RECOVERY PAIN FOR CORNWALL NHS TRUSTS

Royal Cornwall Hospitals   
NHS Trust

Industry  
Healthcare

Headquarters  
Treliske, Truro, Cornwall, United Kingdom

Employees  
5,000

[www.rcht.nhs.uk](http://www.rcht.nhs.uk)



### CHALLENGE


- NHS Trusts were struggling to deal with finite resources and ever increasing data growth in a highly virtualised environment
- Regulatory compliance requirements meant the IT team had to retain a vast amount of patient and business data – from emails to clinical 3D imaging record – 90% of which is never looked at again

### SOLUTION

Commvault software with capacity licensing

### BENEFITS

- Archiving allows IT to add policies to different types of data, allowing it to be classified and automatically backed up and archived
- Existing storage capacity is utilised more efficiently
- Huge time and resources savings with integrated OnePass archiving, backup and reporting
- Software helps manage data more effectively from a central location



A major part of delivering the highest levels of advanced patient care is ensuring that critical patient records and medical files are fully protected and highly available. Cornwall's NHS Trusts, which include The Royal Cornwall Hospitals NHS Trust (RCHT), Cornwall Partnership NHS Foundation Trust (CFT), Peninsula Community Health (PCH), and Kernow Care Commissioning Group (KCCG) know this all too well. Among them, the hospitals employ 5,000 staff and provide a wide range of acute and general hospital services for more than 600,000 patients each year.

Cornwall IT Services and its 160-member staff manage all the IT requirements for the NHS Trusts. By 2007, the process of managing backups and restores of critical systems, across different consoles, had become overly cumbersome and time consuming, using a hybrid solution that included Symantec Backup Exec, Syncsort Backup Express and various open source products. The organization realized it needed to improve the NHS Trusts' fragmented backup and recovery strategy to ensure the efficient preservation of patient records and operational data across more than 30 sites.

Cornwall IT Services deployed Commvault® software, which included wide- ranging OS and application support, along with a wealth of capabilities for elevating the protection and management of vital data. The software's advanced features, better functionality and ability to back up to disk were very appealing and critical to improving IT operations. Andi Patrick, backup and recovery specialist engineer at Cornwall IT Services, explained, "We have all sorts of requirements for safeguarding and retaining different types of data that require sound backup, recovery and retention strategies. Commvault software gives us the tools we need to manage all of our data."

**"Commvault not only helps us keep pace with steady data growth, it's enabled us to move beyond just protecting data to truly managing it for greater business benefit."**

**ANDI PATRICK,**  
*BACKUP AND RECOVERY SPECIALIST  
ENGINEER, CORNWALL IT SERVICES*

## **▶ ARCHIVING HELPS CORNWALL'S NHS TRUSTS TO MAKE MORE EFFICIENT USE OF STORAGE**

Rapid data growth, coupled with requirements to keep patient records, business data and medical files indefinitely to meet compliance regulations, requires Cornwall IT Services to move data from different storage platforms, depending on retention and recovery requirements.

Although the backup process was significantly improved with the deployment of software, the infrastructure was still under pressure because it did not have an effective archiving solution in place. Most medical data, including clinical images, uses significant amounts of space but has only a limited useful lifespan, typically around 13 months.

With an effective archiving strategy in place, Cornwall IT Services realised it would be able to keep all of the Cornwall NHS Trusts' storage systems operating at a near uniform capacity by moving data to tiered storage in an efficient and timely manner.

With their recent upgrade, Cornwall IT Services added substantial archiving capabilities, enabling it to ease the burden on its existing storage capacity, while ensuring the efficient management of 60 terabytes of mission-critical information.

## ▶ A FLEXIBLE WAY TO MANAGE AND PROTECT VIRTUAL MACHINES, CLINICAL APPS

Today, Cornwall IT Services manages a heavily virtualised environment consisting of a large VMware vSphere ESX cluster, encompassing more than 400 virtual machines (VMs) as well as various Microsoft applications including SQL server clusters. The main data centre and about half of the Trusts' remote sites are 85 percent virtualised. Plans are underway to further increase the scope of the virtual environment to provide greater flexibility, increased operational efficiencies and reduced capital expenditures.

Commvault protects the Trusts' main clinical applications, including one for dispensing medicine and Picture Archiving & Communication Systems (PACS), providing economical storage and convenient access to 3D imaging records and other medical images.

## ▶ IMPROVED DATA HEALTH WITH EFFICIENT PROCESSES, AGILE REPORTING AND RESPONSIVE SUPPORT

With Commvault software in place, the Cornwall NHS Trusts have been able to integrate archiving, backup and reporting through a single data collection process, enabled by Commvault OnePass™, which eliminates operational complexity and reduces cost. It also enables the organisation to simplify administration, eliminate data silos, reclaim primary storage, meet legal and regulatory requirements, and increase storage efficiencies with a common index and globally deduplicated backup and archive virtual repository, known as ContentStore.

Patrick is very impressed, stating, "Before, backup and archiving were two separate processes and we couldn't archive because the backups were taking up all the time. OnePass also frees up the network to do other things and cuts down on network traffic."

### Ten Things You Should Know When Embarking On Data Migration

This short white paper provides some best practices of medical data migration to make your PACS system transition less about managing change and more about enjoying the benefits of an upgrade.

READ NOW



[commvau.lt/2dFwPBp](http://commvau.lt/2dFwPBp)

**"Archiving is a godsend, allowing us to manage the space we have and reduces the pressure on us to add more expensive tier 1 storage."**

ANDI PATRICK,  
BACKUP AND RECOVERY  
SPECIALIST ENGINEER,  
CORNWALL IT SERVICES

OnePass has also made Patrick's job a lot easier. "Previously, most of my morning was spent going through all the different backup software tools and finding out what had happened the night before. Now, I come in, check my automated reports, and that's it, I'm done. I'm not even thinking about it anymore. It's almost conspicuous by its absence."

Patrick remarked that reporting has improved immensely and the ability to access reports from devices such as smartphones has added a different dimension to the way he uses the software. "The new reporting service allows me great flexibility in giving the right reports containing the right information, to the right people at the right time. Data owners can also simply and clearly see how their data is protected. This ultimately results in providing every one of our patients the highest quality service and peace of mind."

Wrapped around the software platform is Commvault's highly responsive and knowledgeable support staff, which Cornwall IT Services rate as excellent. Patrick remarked, "Typically the software runs and manages itself, but on the rare occasion when we need assistance, the team is always there to help us, even when the call has a low priority. It's one of the absolute joys of working with Commvault. The support staff has never gone beyond deadline and I've never had to call them back. I've never had a problem the department has not been able to fix – and fix quickly."

## ▶ CORNWALL'S NHS TRUSTS AT-A-GLANCE

### PLATFORM/FILE SYSTEM



- Linux

### APPLICATIONS



- Specialised medical applications (Radiology, Digital Retinal Screening, Audiology).
- PACS imaging systems

### PARTNER HARDWARE



▶ To learn more about Commvault's holistic solution to today's data management challenges, visit [commvault.com/solutions](http://commvault.com/solutions).

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