



Alliance Community Hospital Removes Backup Pain with BridgeHead Software

Alliance Community Hospital serves the residents of Alliance, Ohio and its surrounding communities with highly-advanced medical services and holistic, compassionate healthcare.

Replacing legacy backup software with BridgeHead Software HT Backup for MEDITECH ISB/IDR in addition to Microsoft Windows Systems provides Alliance with enterprise data protection *“that just works.”*



MISSION // Alliance Community Hospital is a non-profit institution serving Alliance, Ohio with holistic, compassionate healthcare.

LOCATION // Located in Alliance, Ohio and serving its residents and those in surrounding communities.

SIZE // Licensed for 204 beds including 78 nursing home/transitional care beds in their Community Care Center.

IT INFRASTRUCTURE // MEDITECH server systems and Microsoft applications running attached to an EMC SAN with 29TB of data under management.

CRITICAL CHALLENGE // Upgrading to an enterprise data management solution for all of their critical data.

KEY CONCERN // *“We needed a single backup solution, with a single reporting system, across all of our critical data—MEDITECH and Microsoft.”*

BridgeHead Solution

PROBLEM SOLVED // BridgeHead Software’s backup software provides a single enterprise data management system for Microsoft applications and file systems, along with exclusive API-based integration with MEDITECH systems (ISB/IDR), to provide seamless protection across all critical data at Alliance.

WHY BRIDGEHEAD? // BridgeHead Software is the leading provider of backup, recovery and archive software for healthcare institutions. The company’s strong offerings include a unique backup and recovery system for MEDITECH and a general PACS archive which unites PACS systems data. With over 450 customers worldwide BridgeHead leads the field in Healthcare Data Management.

PARTNERING VALUE // BridgeHead Software works with key industry distributors and exclusively through Value-Added Reseller (VAR) organizations to provide customers with trusted advisors that can bring them best in breed healthcare data protection solutions.

OPERATIONAL EXPERIENCE // BridgeHead Software unifies the data protection environment at Alliance, seamlessly working with EMC CX storage in a SAN to automate and manage tiered data copies including snapshot volumes, full replica volumes across the network, and tape for all critical data.

BUSINESS RESULTS // Alliance clinical workers now have little to no interruption in their use of MEDITECH systems during backup, along with lowered burden on Alliance IT operators responsible for managing backup and recovery—*“Before BridgeHead, our operations team usually spent their weekends loading tapes and babysitting backup. BridgeHead has given us our lives back on the weekends.”*

"If I could sum it up in one phrase, I would say that BridgeHead gave us a seamless solution for enterprise data management that just works."

—David Shroades,
VP of Technology Services at Alliance

BridgeHead Software is a leading provider of Enterprise Data Management (EDM) software for healthcare institutions and is the world's leading provider of MEDITECH data protection, with over 450 customers worldwide. BridgeHead EDM combines backup, archive and recovery capabilities with seamless integration into many healthcare specialized systems and applications, including HCIS from MEDITECH, and PACS systems from multiple vendors, Microsoft applications and other storage systems. BridgeHead Software is storage and vendor agnostic, enabling EDM to tie into our customers' current and future systems environments.

BridgeHead works exclusively through Value-Added Reseller (VAR) partners, to ensure the best possible service and delivery to their customers. To find a BridgeHead VAR in your area, contact BridgeHead Software at:

www.bridgeheadsoftware.com

The Challenge at Alliance Community Hospital

The growth of MEDITECH systems data put more and more pressure on legacy, tape-dependent backup systems. The systems were slow, unreliable, and disruptive to Alliance clinical use of patient information and records. The heavy burden of managing these systems meant hours of time wasted every weekend to catch up with backup jobs that failed or didn't complete during the week.

Solution Requirements

"We knew that we needed an enterprise solution," reports David Shroades, VP of Technology Services at Alliance. "For us, enterprise means a single backup solution for everything, with a single reporting environment, and capability to support our storage. We were tired of having to work with each backup vendor differently—and the finger-pointing problems that would come up when the backup vendor didn't happen to support the storage configuration that we needed for our applications environment."

Along with adopting an enterprise data management solution, the Alliance IT team lead by Shroades designed a modern storage environment built around a SAN. The enterprise data management solution would need to work well within the SAN to manage all of the hospital's critical data.

Finding the Solution

The legacy backup solution, Symantec Backup Exec, was too slow and unreliable in its operations and was not designed for SAN-based use. Alliance had been using BridgeHead software to protect Microsoft Exchange and SQL Server data since 2005. When it came time to select a solution for their MEDITECH systems around a SAN, it was an easy transition for the team to make.

"We wanted to go enterprise," says Dan Yarian, an IT Operational Coordinator who participated in the selection of BridgeHead Software. "We decided on EMC CX systems for the SAN, and we also looked at their NetWorker backup. But, NetWorker did not have the MEDITECH integration that we needed for fast, reliable snapshot-based backup."

Business Results

Since deployment of SAN-based protection using BridgeHead Software for their MEDITECH environment in the Spring of 2008, the Alliance team has seen a marked improvement for their clinical and IT teams alike.

"Talk about making our IT team happy," says Yarian. "Now that we're using BridgeHead to manage SAN-based backups, our teams have their lives back on the weekends. The restore process is also much faster and easier than it was before, because BridgeHead's GUI makes it simple for our operators to find the data and select the restore target."

"Our hospital executive team is very aware of the importance of our enterprise initiative and the results that we've had," states Shroades. "We now protect our MEDITECH data every 4 hours, and our snapshot approach means that our clinical teams are not slowed in their use of the system; at most they experience just a minor hesitation in the system. If I could sum it up in one phrase, I would say that BridgeHead gave us a seamless solution for enterprise data management that just works."

For more information on why BridgeHead is the world's leading data management solution provider to the Medical Industry, visit bridgeheadsoftware.com

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