

Waterbury Hospital ensures efficient, successful recovery of business-critical data

The Challenge

Waterbury Hospital uses Exchange 5.5 for e-mail and Tivoli Storage Manager (TSM) for backup. Its attempts to recover the Exchange database using a standby Exchange server and TSM produced a 50 percent success rate. To improve this rate, Waterbury Hospital needed a more efficient and reliable solution for individual mailbox recovery, elimination of the standby recovery server, and overall improved reliability of Exchange recovery procedures.

"Maintaining the standby Exchange recovery server comes with significant hardware and software licensing costs, combined with administrative overhead in equipment lifecycle, patch management, and maintenance" said George Adamo, network engineer for Waterbury Hospital. "The time spent maintaining the recovery server was a real inconvenience."

Most of the recovery requests the Waterbury IT team receives are for individual mailboxes or individual messages within a mailbox.

"We needed a way to eliminate the need for a standby server and to successfully meet the demands for reliable recovery of Exchange-based mailboxes or individual messages," said Adamo.

The Quest Solution

In efforts to secure a method of individual, brick-level backups of mailboxes or the ability to pull out an individual mailbox, Waterbury's e-mail administrator requested a trial of Recovery Manager. At the same time, the hospital's storage integrator More Group Inc. (MGI) contacted the administrator and recommended Recovery Manager. This convinced Waterbury to give Recovery Manager a try.

"Our service level agreements with users are 24-hour turnaround on something like this. The first time we did this using Recovery Manager, it took us 4-6 hours to get the datastore back. With Recovery Manager, it was very easy to pick out exactly what we wanted from the datastore."

Accelerating the Recovery Process

In approaching the issue of backup and recovery, Waterbury Hospital follows a philosophy that is applicable to organizations, regardless of industry.

"Backup is like a parachute," said Adamo. "You never want to be compelled to use it, but when you do use it, you really don't want any holes in it. Although we only perform an average of 2-3 recoveries per year," Adamo continued, "the cost justification for a recovery product is simple: we MUST be able to recover! Even if it's only one recovery every three years, we must be able to do it."

With Recovery Manager's automation features, Waterbury Hospital reaps the benefits of significant time savings and rests easy knowing that fast, reliable recovery of mailboxes and individual mail items is possible.

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Overview

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George Adamo
Network Engineer,
Waterbury Hospital

ROI

- One-day setup process saved time and money
- Increased ability to comply with various regulations
- Increased security through daily e-mail updates
- Intuitive, easy-to-use interface eliminated need for user training

Benefits

- Ensures efficient, successful recovery of business-critical data
- Automates recovery processes, freeing resources to attend to other tasks
- Fully integrated with TSM
- Easy-to-use technology

Environment

- 1800 end users
- 3 locations
- One Exchange Server



Results

In its search for a recovery product, one of Waterbury Hospital's primary considerations was to find a product that would integrate seamlessly with TSM. Waterbury Hospital found that product in Recovery Manager.

"The way that Recovery Manager integrates with TSM is very convenient," said Adamo. "We don't have to use the TSM Data Protection Agent to recover data. Instead, we can complete the entire process from the Recovery Manager interface, which reports on which backups we can recover by using the TSM catalog."

He continues, "Not only does this save time, but now the e-mail administrators can take charge of recovery without needing to know too much about the way that TSM works."

Within minutes of acquiring the product, Waterbury Hospital was able to take advantage of its features and benefits.

"Recovery Manager has a very easy-to-use and straight-forward user interface. In fact, it only took us 15-20 minutes to get the product up and rolling!"

Waterbury Hospital of Waterbury, Connecticut

A mid-sized community and teaching hospital, Waterbury Hospital is the second-largest employer in Waterbury, with 2,000 full-time, part-time, and contract employees. Each year, Waterbury cares for approximately 15,000 inpatients, treats more than 21,000 people in its outpatient medical clinics, and handles more than 56,000 Emergency Department visits. Its Behavioral Health Center, one of the largest in the region, logs more than 50,000 outpatient visits per year.