

Austrian hospital secures business-critical systems with Acronis®



Introduction

With 37 departments and over 1,000 beds, the Wels-Grieskirchen Hospital, run jointly by the Sisters of Mercy and Franciscan nuns, is Austria's fifth largest hospital and makes a significant contribution to the health care of the region's population. Around 3,400 employees, including approximately 500 doctors and 1,180 nursing staff, contribute to the hospital's success. In 2008 roughly 82,000 people received in-patient care, 30,000 operations were carried out and more than 2,400 babies were delivered in the Wels-Grieskirchen Hospital's sites.

With so many patients and staff, very complex logistical and administrative processes are needed to guarantee the smooth running of the hospital. The IT infrastructure is a vital part of the day-to-day running of the organisation, and the services it provides make an important contribution to patients' health. One of the IT engineer's most pressing concerns is the whole IT system's resilience to crashes. For example, many of the PCs have very specific and complex software installations, designed for medical purposes. Vital to the running of the hospital, a system crash of these PCs could disrupt the smooth running of the hospital.

Specialist Team for a Specialist Task

An organisation like the Wels-Grieskirchen Hospital therefore needs not only medical specialists, but also dedicated technicians responsible for the business uptime of the IT systems – like x-tention Information Technology GmbH. The x-tention team, led by Herbert Stöger, Wolfgang Pramendorfer and Harald Waibel, which originally grew out of the Wels Hospital's IT department, has been developing intelligent, platform-independent IT solutions for health and social care providers since 2001. As such, x-tention director Harald Waibel understands precisely the IT requirements of large hospitals. That is why his company was given the contract to select and implement an appropriate disaster recovery solution to ensure that, in the case of system downtime, the hospital's ongoing services could be resumed again as quickly as possible.

Company:

- Klinikum Wels-Grieskirchen GmbH

Industry:

- Health Care / Public Sector

Key Challenges:

- Implement a disaster recovery solution for Windows® and Linux® machines
- Minimise the risk of critical downtime of complex computer installations in the area of medical technology

Environment:

- 76 business-critical Windows and Linux servers
- 50 workstations

Solution:

- Acronis® True Image Echo™ Enterprise Server
- Acronis® True Image™ Echo Workstation

Business Benefits:

- Return on investment through quick recovery of critical services
- Fast implementation with less resources needed
- Compliance with service level agreements

“Our specialists had to find the best solution for the hospital’s specific requirements. x-tention’s brief was to identify and implement an enhancement to the existing backup solution. For a start, a full strategy had to be put in place for the existing Windows and Linux machines to ensure that data is secure in the case of a system failure. The top priority was to minimise downtime – both for stand-alone servers and in cluster environments – by ensuring that the operating system or individual files could be restored rapidly in the case of failure,” says Waibel. “At the same time, the disaster recovery software employed had to be suitable for imaging the expensive PCs specifically used in medical technology, so that in the case of any malfunction, workstations can quickly and efficiently be restored again.”

After two months of testing, the IT specialists from Wels decided to implement Acronis True Image solutions. The project will secure 76 business-critical Windows and Linux servers using Acronis True Image Echo Enterprise Server, while on the client side, Harald Waibel’s team has rolled out 50 Acronis True Image Echo Workstation licences. This provides the IT engineers with a network-capable backup and recovery solution, which offers centralised management of backup tasks for all servers and workstations from a single dashboard. The software is also recognised for its simple installation – a clear business advantage, as other comparable brands often require several days’ training in order to be able to use the software.

“The installation of the Acronis solutions ran smoothly. No formal training was needed,” says Harald Waibel. “We believe that the business benefits for x-tention go beyond securing business-critical systems. Meeting strict service level agreements is also a key advantage of using Acronis. Last but not least, we minimise expensive installation times and the associated costs – especially for systems with specific, customised setups.”

For example, Acronis supports the clinical information system “Soarian”, which is a central tool used in the diagnosis process, aimed at delivering efficient and excellent patient care. Special measures had to be taken in order to guarantee system availability 24 hours a day. By employing Acronis solutions, the original system state can be reinstalled very rapidly in the case of any hardware problems.

Conclusion

The Wels-Grieskrichen Hospital has also noticed a clear, early return on investment from using the Acronis software. *“Offering vast improvement through rapid restoration of services and the savings made from eliminating manual installation costs we are confident that Acronis is the best fit for our disaster recovery needs”*, says Elmar Flamme, Head of IT at the Wels-Grieskrichen Hospital in Upper Austria.

About x-tention

The dynamic team led by Directors Herbert Stöger, Wolfgang Pramendorfer and Harald Waibel, which originated in Wels Hospital’s IT department, set out on its own in 2001 to provide a specialist service: the development of intelligent, platform-independent IT solutions for health and social care providers. The company developed from a small business with 7 employees to a reliable and highly professional provider of total IT solutions. With a rapidly growing number of customers and staff, x-tention Information Technology GmbH is one of the fastest-expanding IT enterprises in Upper Austria.

About Acronis

Acronis is a global provider of storage management software that enables corporations and individuals to move, manage and maintain digital assets. Acronis sells innovative solutions for disaster recovery, server consolidation and virtualisation migration, which allow users to maintain business continuity and reduce downtime in computing environments. Acronis software products are sold in more than 180 countries and are available in 15 languages. For additional information, please visit www.acronis.eu or contact media_eu@acronis.com.



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