> **"**The main aspect of the Fujitsu hardware that we like is the reliability – there's rarely a fault and when something does happen, it is fixed immediately, which doesn't affect the performance or the overall system.**"**
>
> **Bader Al-Kiyumi**
> **IT Director**
> **Sultan Qaboos University Hospital**

Fujitsu servers and storage deliver a high-performing, reliable, cost-effective and easy-to-manage IT environment for the Sultan Qaboos University Hospital.

At a glance

Country: Oman
Industry: Healthcare
Founded: 1990
Employees: 2,000+
Website: www.squh.edu.om

Challenge

When Sultan Qaboos University Hospital's IT environment reached end-of-life, it was looking to build a new server and storage infrastructure to deliver ultimate availability and performance.

Solution

After intense market evaluation, the hospital decided to maintain its long-term relationship with Fujitsu, which had already provided the previous infrastructure. The new deployment of latest generations servers and storage systems ideally supports the vital work done within the hospital.

Benefit

■ Fujitsu hardware is incredibly reliable, ensuring optimal availability

■ Features such as radiation shielding are critical in a clinical environment

■ Easy to install and maintain hardware, reducing the strain on the IT team

■ Cost-effective solution ensures maximum performance and functionality within a strict budget

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Customer

Sultan Qaboos University Hospital was opened in 1990 as an educational as well as medical institution. With 600 beds and state of the art equipment, it provides a full continuum of care, beginning with complete clinical evaluation, in order to meet the needs of each patient at every stage of treatment. A comprehensive system of patient services provides flexible treatment options with high quality medical resources to meet a wide variety of needs.

Hospital Information Systems (HIS), a Directorate of the Sultan Qaboos University Hospital provides IT services for the Hospital. These services are hosted by various software and hardware vendors along with its internal team.

Products and services

- 1x FUJITSU Server PRIMERGY BX900 S2
- 3x FUJITSU Server PRIMERGY BX2580 M1
- 4x FUJITSU Server PRIMERGY RX2540 M1
- 1x FUJITSU Storage ETERNUS DX200 S3
- 2x FUJITSU Storage ETERNUS CS800 S5
- 1x FUJITSU Storage ETERNUS LT60

Challenge

The security and health of these servers are absolutely necessary for providing continuous, reliable and high quality 24/7 IT services, which are primarily hosted on Fujitsu servers, running operating systems such as Red Hat Linux, VMware vSphere and Microsoft Windows.

In this medical environment, the need for optimal reliability and availability is critical. Doctors and their patients simply cannot afford to be denied access to applications and data when vital operations are underway, so when Sultan Qaboos University Hospital's servers and storage were reaching end-of-life after five years of reliable service, it issued an RFP to replace them.

"We have already been using Fujitsu hardware for five years and have been impressed by its stability, performance and the excellent technical support," explains Bader Al-Kiyumi, IT Director, Sultan Qaboos University Hospital. "However, we also wanted to evaluate other vendors in the market as a matter of best practice. As the leading clinical facility in the region, it is important to ensure we have the best equipment possible."

The hospital's key criteria were the ability to deliver local support, the quality of the equipment and the cost. Once again Fujitsu came out on top, leading the organization to make a comprehensive order for new servers and storage to underpin its data center.

"We had already built a strong relationship with Fujitsu and were familiar with both the company and its hardware so it was the natural choice for us," adds Al-Kiyumi. "Compared with other vendors, the kit is easy to manage which relieves the burden on my team."

Solution

Sultan Qaboos University Hospital ordered seven FUJITSU Server PRIMERGY models as well as four FUJITSU Storage ETERNUS devices. The servers are responsible for maintaining the VMware virtual environment, database and shadow server operation as well as Veeam for protection and continuity. The storage supports off-site disaster recovery, a tape library for backup, data protection and extreme caching.

"It was important to migrate to the new platform seamlessly without affecting day-to-day operations so we operated our existing machines in parallel as we made the transition," continues Al-Kiyumi. "Working closely with Fujitsu and a local service partner here in Oman enabled us to complete that journey quickly and smoothly. Because the Fujitsu Germany team understood our detailed requirements, all the machines were pre-configured and were ready to plug and play on arrival."

The Fujitsu hardware environment supports numerous critical healthcare information applications, such as Trakcare, medical imaging solutions as well as patient records and bespoke applications developed in-house. In total 1.5TB of data was migrated over a period of just ten days and, with 30TB of storage available in the system, it is well positioned for future growth.

"We can provision new servers at the touch of a button so our 1,500 users always have the services they need," says Al-Kiyumi. "And Fujitsu's local presence means we have the necessary support should any issues arise."

Benefit

Sultan Qaboos University Hospital now has a robust, high-performing IT environment that delivers optimal availability and can scale as the hospital grows. There is minimal risk of downtime and fewer demands from a maintenance and management perspective. This makes life simple for Al-Kiyumi and his team.

"The main aspect we like is the reliability – rarely is there a fault and when something does happen, such as a faulty disc, it is replaced within a day and doesn't even affect the performance or the overall system. That means we are confident that we can support the hospital 24/7," comments Al-Kiyumi. "It is also really easy to manage which reduces the strain on me and my team while incorporating innovative features such as radiation shielding, which can be important in a clinical environment."

The new hardware platform has also proven to be cost-effective – an important factor to be taken into consideration with the currently prevailing low oil prices. This has ensured that the hospital can get the most in terms of performance, functionality and capacity within a strict budget.

Apart from the data center, the hospital and university have also deployed thousands of Fujitsu PCs and notebooks, which have been designed specifically for the clinical environment with low radiation, which demonstrates the extent of the partnership. Also with a new specialist blood disease facility set to open shortly, this partnership is set to grow further.

"Fujitsu gives us a one-stop-shop for all our needs, which makes for a straightforward, cost-effective deployment," concludes Al-Kiyumi. "And if I do have a question or there is an issue, I simply call my Fujitsu Account Manager on his mobile and he takes care of it immediately, regardless of the time of day."

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