

“Eighty percent time reduction to complete common tasks, such as generating invoices and contracts, with the enhanced performance provided by Fujitsu.”

Rui Moura
Head of Engineering
MEDICARE

Maximizing resilience with integrated data protection

At a glance

Country: Portugal
Industry: Healthcare
Founded: 2006
Website: medicare.pt

Challenge

MEDICARE lacked a dedicated storage platform and wanted to introduce a robust, scalable and high-performing solution that would protect customers' data and enable disaster recovery.

Solution

MEDICARE installed two FUJITSU Storage ETERNUS CS200c backup appliances, one in Lisbon and one in Madrid, with integrated backup and recovery software from Commvault as well as one FUJITSU Storage ETERNUS DX200, to handle its ERP, CRM and Hyper-V farm.

Benefit

- Optimal resilience and reliability provide 100% uptime 24/7
- All-Flash storage boosts performance, minimizes latency and reduces time to complete common tasks by 80%
- Intuitive management increases visibility and reduces drain on IT resources
- Integrated Commvault software offers guaranteed disaster recovery and data replication
- Low energy consumption reduces cost

Customer

MEDICARE provides one of the largest and best-established healthcare plan portfolios in Portugal, where rigor and quality service provision play a key role in its success. Innovation, well-being and ethics are the foundations of the company's philosophy, based on shared values and a vision to create new potential in the healthcare plans sector. Following the success of the Portuguese model, MEDICARE began its global expansion with the launch of MEDICARE Spain in 2014.

Products and Services

- FUJITSU Storage ETERNUS CS200c
- FUJITSU Storage ETERNUS DX200
- Commvault Software



Creating a new storage environment from scratch

Over the past four years, award-winning health care plan company MEDICARE has grown dramatically – five times in revenue and three times in employee numbers, partly due to its successful gamble on digital, TV and growing its partner network. This rapid expansion meant that its existing basic IT infrastructure struggled to cope. Moreover, the company is constantly introducing new products and services so needs a flexible, agile and scalable environment to support upcoming business requirements.

The previous infrastructure was so basic that MEDICARE lacked a dedicated storage platform; instead, it used the discs in its servers, leading to performance issues and system lag. As a provider of healthcare plans, it hosts data that must be available 24/7 to partners and customers. Unsurprisingly, data protection, replication and backup were specific areas that MEDICARE wanted to enable with the proposed solution.

Implementing a suitable storage environment was therefore the priority for the new Head of Engineering, Rui Moura, when he came on board. After evaluating the market and looking at several vendors, he decided that Fujitsu offered the best blend of performance, resilience, scalability and affordability.

Fully integrated, plug and play simplicity

MEDICARE worked with local technology innovation consultancy, Noesis, to design and build the new storage solution. Together, they deployed two FUJITSU Storage ETERNUS CS200c backup appliances, one in Lisbon and one in Madrid, which combine Commvault's industry-leading backup and recovery software with powerful Fujitsu technology.

These appliances are delivered by Fujitsu as a pre-configured package, with fully integrated, source-side deduplication and virtualization to simplify the way MEDICARE protects files, applications and virtual machines. In addition, plug and play expansion shelves can scale from 1TB to 144TB per appliance as the company's storage needs evolve, while centralized management, reporting and software deployment reduce complexity and improve efficiency, with Fujitsu serving as a single point of contact for all hardware and software support.

MEDICARE also installed one FUJITSU Storage ETERNUS DX200 device, with 50% All-Flash memory, to handle regular storage for its ERP, CRM, databases and Microsoft Hyper-V farm as well as centralized file services. This offers simple system management, highly flexible connectivity and the option of simple upgrades, which significantly reduces operational and migration costs.

"The implementation was simple because the integrated Fujitsu ETERNUS and Commvault solution comes pre-configured," says Rui Moura. "It took eight weeks to migrate 20TB of data and then we were ready to go, with total visibility of operations, courtesy of the intuitive management console."

Secure, resilient and scalable storage

MEDICARE's 350 employees and 18,500 partners rely on the Fujitsu storage infrastructure and enjoy the minimal latency and maximum availability it provides. In 18 months with 12,000 interactions daily, there has been no downtime, leading to optimal productivity with zero drain on IT management resources.

"We have sub-millisecond response times whereas previously, performing common tasks could take time and cause frustration – for example, creating invoices used to take three days and it now takes eight hours while adding a new contract takes just 30 seconds rather than five minutes," continues Rui Moura. "There really is no comparison between our previous storage and this easy-to-manage, scalable and resilient Fujitsu/Commvault solution."

Just as important, the new Fujitsu and Commvault platform ensures all data is protected, with constant replication between the Madrid and Lisbon sites providing guaranteed disaster recovery. At the same time, the appliances boast low power consumption and a small physical footprint, reducing energy and real estate costs.

"If we have a problem with our data, we're out of business so this integrated Fujitsu and Commvault solution gives us – and our partners – peace of mind," concludes Rui Moura. "We are still growing rapidly with data doubling year on year and we are also introducing a portal for our 1.5 million customers, so it is a relief to have a robust, fast and secure storage environment that we can scale affordably and with minimal fuss."

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