

Case Study

Rush Memorial Hospital

»The ETERNUS SAN offers great expandability so as our need for storage increases we can easily add new drive enclosures and hard drives of different sizes. Compared to the other vendors, it was half the expense so it really ticked all our boxes«

Bobby Herron, Senior Systems and Network Administrator, Rush Memorial Hospital



The customer

In 1892, Dr. John Sexton founded the first hospital in Rushville, one of the first in Southern Indiana. The present Rush Memorial Hospital was then opened in 1950 and has since undergone a series of extensions. In 1971, the hospital added an emergency department and modernized ancillary service areas. In 1997, another expansion added state-of-the-art imaging services, new surgical suites and an updated rehabilitation therapy area. Most recently, 2006 saw the addition of a new medical office building alongside enhanced cancer care facilities and a conference center to host educational and community events. Currently, the hospital has 25 beds and handles approximately 10,000 emergency room visits each year.

The challenge

Like other healthcare facilities, Rush Memorial relies on a robust and reliable IT infrastructure to support back office services, patient record systems and healthcare applications. However, it found that its four year old storage platform was running out of disk space. In order to ensure future stability and scalability, the hospital needed to find a new SAN solution to meet its needs.

Rush had replaced its aging servers two years previously with six Fujitsu PRIMERGY models and was impressed with their performance and reliability. When the time came to refresh its storage, the organization invited leading vendors to propose a solution.

“When we were investing in the servers, Fujitsu was not on our radar but our reseller, OfficeMax, suggested bringing them in. They were more cost-effective than the competition, easy to configure and have been rock solid since their installation,” explains Bobby Herron, Senior Systems and Network Administrator, Rush Memorial Hospital. *“When it came to refreshing the storage, the other vendors simply couldn’t propose a solution that would meet our requirements within our budget. As a small, rural hospital, cost is our number one priority but we also wanted a stable, future-proof solution that we could upgrade according to demand.”*

Fujitsu took a collaborative approach to solving the problem and worked closely with Herron and his team to understand the needs and design a SAN that could address these needs without breaking the bank.

The customer

Country: United States
Industry: Healthcare
Founded: 1892
Number of employees: 400
Website: www.rushmemorial.com



The challenge

Rush Memorial Hospital wanted to replace its old storage platform with a new SAN that would boast better performance and enhanced stability and scalability.

The solution

It worked with Fujitsu to configure a virtualized storage solution comprising a Fujitsu ETERNUS DX500 S3 with AdvancedCopy Manager and SF Storage Cruiser. This platform now supports over 100 applications including the critical medical records system.

The benefit

- The Fujitsu solution was half as expensive as competitive offerings, allowing Rush Memorial to stay within its limited budget
- It outperforms its predecessor by 50 percent, enabling users to be more productive
- The solution is endlessly scalable, so that Rush Memorial can expand capacity as it grows
- Although the SAN has not failed once since it went into production, next-day support ensures that any issues will be dealt with quickly

"Fujitsu really listened to us and went the extra mile to produce an affordable, scalable storage platform within our limited budget," adds Herron. *"It also provided compelling references that supported its experience in the healthcare industry."*

The solution

The result is a Fujitsu ETERNUS DX500 S3 with AdvancedCopy Manager and SF Storage Cruiser. The scalable, unified Fujitsu ETERNUS DX500 S3 delivers leading storage performance and automated quality of service management enabling maximum system usage.

It's a hybrid tiered storage solution that incorporates flash drive technology, enabling it to address typical capacity needs and high performance demands within the same box. It provides ample headroom for virtualization environments and enterprise file services. Extensive high-availability and disaster recovery capabilities also make it an ideal storage system for Rush Memorial's business-critical data. In addition, what made it particularly attractive to the hospital were its cost-effectiveness and near-limitless scalability.

"The ETERNUS SAN offers great expandability so as our need for storage increases, we can easily add new drive enclosures and hard drives of different sizes," continues Herron. *"And compared to the other vendors, it was half the expense so it really ticked all our boxes."*

Herron and his team worked closely with Fujitsu engineers for ten days to perform a series of benchmarking tests that would ensure the right arrays and rate groups were in place. Then, over two days, 12TB of data was migrated to the new platform.

"Fujitsu was incredibly helpful in getting the system up and running and specifically configured to our needs," says Herron. *"We were able to maximize the disk space without compromising on performance."*

Products and services

- FUJITSU Storage ETERNUS DX500 S3
- FUJITSU Storage ETERNUS SF AdvancedCopy Manager
- FUJITSU Storage ETERNUS SF Storage Cruiser

The benefit

Rush Memorial now hosts an entirely virtualized server and storage environment based on VMware that supports its business-critical electronic medical system as well as over 100 other applications. In its two months of operation, it has not failed once.

"We cannot afford to have our medical system go offline and since deploying the ETERNUS SAN, it has been bullet-proof. I simply log-in once a week and if there are any potential issues, they are flagged well in advance," comments Herron. *"In order to test the responsiveness of the Fujitsu support, I pulled a hard drive out and Fujitsu called me within six minutes to tell me there was a problem. Having that safety net is very reassuring."*

Performance has also improved, leading to better productivity among users. Herron estimates that it runs 50 percent faster than its predecessor and notes that its 378 users can log in much more quickly than before. Furthermore, it is much quieter than the previous storage platform.

"The last SAN was like a jet engine but the Fujitsu ETERNUS barely makes a whisper, making life in the server room more pleasant," says Herron. *"And I know that if I need to extend its current capacity to match our growth, one phone call to Fujitsu is all it takes."*

Conclusion

With the new SAN in place, Rush Memorial is confident that it has a stable, scalable solution that can meet its needs now and in the future. And, as a result of the servers and storage success, it is exploring other areas where Fujitsu can add value.

"We're looking at Fujitsu tablets and laptops to replace our terminals," concludes Herron. *"So far, Fujitsu has batted it out of the park every time, so we're sure it will be able to meet our needs with a high-performing, cost-effective solution."*

"Fujitsu has been phenomenal, outstanding and irreplaceable. The team doesn't just try to sell product, they make a genuine effort to understand the business and our needs. And the SAN solution meets those needs exactly at an affordable cost."

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