

## Healthcare Services: Chart One

### ChartOne Cures Backup Blues with Breece Hill

#### BUSINESS ENVIRONMENT

ChartOne, Inc. is the largest provider of Release of Information services and medical records workflow technology in the country, serving more than 1,000 hospitals and health facilities nationwide. ChartOne, and its eWebHealth technology division, employs approximately 1,500 people and offers many services to hospitals, including providing on-site staff to manage the record request process to hosting secure data storage to providing secure, web-based applications for electronic medical records workflow.

The ChartOne IT group is responsible for supporting approximately 350 employees in nine different locations. Applications are varied, as the team supports a range of employees, from those working in the warehouse all the way up to the executive team. The group is chartered to provide best-in-class support and ensure that everyone's data is backed up and recoverable.

To make the support just a little more challenging, about half of the employees have laptops and work primarily in the field. Other employees work from one of the other six locations. Supporting all of these employees, while keeping abreast of technology changes, keeps the IT staff on its toes. "One of our biggest challenges is just trying to keep up with all of the IT requests," said John Cotney, senior IT infrastructure engineer. "We needed to improve our backup and recovery process to ensure we were providing the best support possible," Cotney added.

Cotney is located in the Irving, Texas office, but was still tasked with backups for the Burlington, Massachusetts operations. "We were using a real low-level file server for our primary storage," stated Cotney. "The trouble was that it turned itself off every couple of weeks for no apparent reason, and we couldn't rely on it any more for consistent backups."

#### KEY BUSINESS CHALLENGES

- Unreliable backup equipment and process
- Remote locations that needed to be protected
- Increasing regulatory requirements

*"The iStoRA is a very self-sufficient device. We have it in our Burlington [Massachusetts] office and it just seems to run itself. With iStoRA, we never have an issue and our data is backed up."*  
**John Cotney,**  
senior IT infrastructure engineer



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## BREECE HILL SOLUTION

ChartOne turned to Breece Hill reseller Data Gentry, Inc. to provide an alternative solution for backing up and recovering data. Data Gentry is a Texas-based company that provides data storage, data management, and data security enforcement products and services. Its mission is to assist and guide clients in the complete review of products, best practices, and solutions.

Data Gentry recommended the Breece Hill iStoRA™ solution to accomplish all of ChartOne's objectives. When integrated with Veritas backup software, the combination was a winner. "iStoRA is basically an all-in-one, lights-out, turnkey appliance that suited the remote location just perfectly," said Daryl Gamradt, ChartOne principal. "ChartOne doesn't have to worry about backups in a location that is 1,500 miles away. It just works."

The iStoRA backup and recovery appliance is comprised of a server, eight 400-GB disk drives, and an LTO Ultrium 3 tape drive, all tightly integrated into one package. ChartOne also upgraded the license on its Veritas Enterprise Backup Executive software and installed it on the iStoRA appliance. This kept all of its applications and processes intact, and no other training was required.

"The iStoRA is a very self-sufficient device," Cotney stated. "We have it in our Burlington office and it just seems to run itself. With iStoRA, we never have an issue and our data is backed up. iStoRA backs up ChartOne data in just two hours, and the backups are reliable and consistent. "

In addition to backup time savings, there were other advantages as well. In the Burlington, Massachusetts office, engineering, payroll, accounting, and the executives were always sending information across the wide-area network (WAN). Not only did the iStoRA provide increased security because confidential data was no longer vulnerable to possible Internet exposure, but additional WAN lines did not need to be purchased either.

## BUSINESS RESULTS

- Simplified backup processes, saving time and money.
- Protected remote locations with the same system, decreasing administrative time.
- Reduced business risk because critical business data was reliably backed up, meeting regulatory requirements.

## ABOUT BREECE HILL

Breece Hill, a leader in data protection solutions for small to medium size businesses and workgroups, provides integrated data protection servers, optical technologies, autoloaders and tape libraries covering the wide variety of customer requirements. Since 1993 more than 25,000 units have been shipped worldwide. Breece Hill distributes its products through worldwide distribution, reseller and OEM channels. To learn more about Breece Hill's data protection solutions, visit [www.breecehill.com](http://www.breecehill.com).

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