



Case Study

St. Tammany Hospital

Makes Backups a Breeze with EATEL Business Solution

THE CLIENT

Since 1954, St. Tammany Hospital has served Covington, Louisiana with comprehensive medical services. The hospital is a regional leader in healthcare, and consistently receives high ratings from accrediting organization QualityCheck.org.

Further, St. Tammany has been recognized for excellence by such prominent organizations as Ganey, Reuters Thomson, VHA Leadership Awards, Employer of Choice, Best Places to Work and Best of the Northshore rankings.

With a staff of more than 2,700 employees, the IT demands for the busy hospital are steep. Rising to the challenge are the organization's 35-person IT team, five of which oversee maintaining the servers, backup systems, and infrastructure. The production environment is almost completely virtualized, with 220 virtual machines that host the email applications, files sharing systems, and specialized clinical apps.



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The Challenge

As the IT demands of St. Tammany Hospital grew, Tech Manager Daniel Belanger's 5-person infrastructure team was feeling the strain.

"Our environment continues to expand while our IT staff headcount remains the same," said Daniel. "As the number of physicians increase and data sets change, we need to absorb new applications into our infrastructure. We've built out a hybrid cloud environment to increase the elasticity of our infrastructure."

To unburden his staff, Daniel wanted to address a major departmental pain point: the time-consuming hassle of backups. Not only was the backup process cumbersome, but the team was also experiencing frequent job failures and serious obstacles in managing data.

"The backup software was impacting our domain controllers," said Daniel. "To resolve, we had to remove the virtual aspect and do a file-level of virtual servers."

"We have gone from spending an average of two hours a day on managing backups to literally just a few minutes a day,"

The Solution

Daniel brought the issue to his trusted technology partner, EATEL Business. After acting as a consultant and carefully analyzing Daniel's situation, EATEL Business presented a solution powered by Rubrik, a platform that combines software for backup, recovery and deduplication with hardware for storage capacity and networking.

For Daniel's team, this was the perfect solution because it was an easy-to-use data management platform that was a perfect fit for St. Tammany's hybrid cloud environment.

"With so much on the small staff's plate, it was just too much to manage," Daniel said. "We needed a solution that anybody on my team could use since we function as a small, agile team of generalists. All of us wear multiple hats."

The Results

With the EATEL Business solution, BackupPro, Powered by Rubrik, St. Tammany has simplified backup management, streamlined the server restore process, and accelerated testing and development for DBAs.

“We have gone from spending an average of two hours a day on managing backups to literally just a few minutes a day,” said Daniel. “We no longer need to dig through log files for hours to gauge if a backup has happened.”

With the EATEL Business solution in place, backups are instantly recoverable, even when disaster strikes.

“We had to restore a server that met an unexpected death,” said Daniel. “We quickly had it mounted and back into production. Rather than having to recover the entire database, we just grabbed the files of a folder system.”

Finally, St. Tammany Hospital is more scalable than ever thanks to EATEL Business’s BackupPro solution, powered by Rubrik.

“We need to support the hospital as the number of physicians increases and the data sets change,” said Daniel. “St. Tammany’s environment has become a hybrid mode that supports over 600 concurrent VDI (Virtual desktop infrastructure) desktops. The team has more on its plate than ever as we continue to manage electronic medical data and new clinical apps. Rubrik makes it easier to adapt and grow as the healthcare industry changes.”

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BACKUPPRO POWERED BY RUBRIK - THE BENEFITS

- Greatly decreased time spent on managing backups (2 hours/day vs. 2 minutes/day)
- Increased scalability for growing data demands
- Reduced risk of data loss due to server failure

The logo for EATEL Business features the word "EATEL" in a bold, white, sans-serif font with a stylized underline that extends to the right. Below it, the word "Business" is written in a smaller, white, serif font.