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CUSTOMER SUCCESS

NANCY UNIVERSITY HOSPITAL CENTER (CHU)

The Nancy University Hospital Center Uses Veritas NetBackup to Protect Its Medical and Administrative Data

Since 2001, the Nancy University Hospital Center (CHU Nancy) is a leading healthcare establishment in the Lorraine region, comprising seven hospitals, 8,500 employees and supporting up to 400,000 external consultations each year and 85,000 emergency admissions. The CHU has been using a backup and archiving platform tuned to its needs. Veritas NetBackup™ and Veritas NetBackup Vault option protect 37 million medical and administrative files every week—and the results speak for themselves. The hospital has a successful backup rate averaging 99.9 percent and can effectively manage the growth in its data volumes.

A large healthcare provider in the Lorraine region of France

Medical care, teaching, and research are the three main objectives of the 1,900-bed CHU Nancy, a large healthcare provider in the Lorraine region. To achieve these aims, the provider focuses on four areas: human resources (9,000 employees); innovation and research; and ultra-modern equipment (including 50 operating rooms, four scanners, three MRI systems, and 17 laboratories). Finally, at the heart of the system is a sophisticated information system.

Eight years ago, the 70-strong information systems department (DSI) decided to deploy a centralized backup strategy. “Backing up medical and administrative data on different servers was complex and unsatisfactory,” says Francis Daul, operations manager within the CHU Nancy information systems department.

The DSI therefore launched an invitation to tender to select a solution to make CHU Nancy’s data backup and restore operations more reliable and to optimize their administration.

The CHU opts for NetBackup

“We asked the various candidates to arrange a visit to their respective sites so that we could observe each software solution at work. This was a key point in our selection. In the end we opted for a unified NetBackup backup and restore platform, combined with the agent NetBackup Vault for data archiving. We were won over by the reliability, functionality, and low cost of the Symantec solution,” says Francis Daul.

ORGANIZATION PROFILE

Website: www.chu-nancy.fr
Industry: Healthcare
Headquarters: Nancy, France
Employees: 8,500

SYMANTEC SOLUTION

Data Protection
Archiving

Why Symantec?

- A reliable and flexible backup solution, tailored to heterogeneous IT environments
- Ease of use
- Low total cost of ownership

Above all, NetBackup had to be able to adapt to the specific requirements of CHU Nancy. This meant a dual information system architecture, split between the two main sites at the Brabois hospitals and the urban hospitals. “We have a tape library at each site, and the main server and backup catalog are hosted at the DSI site,” notes Francis Daul.

Backups regularly achieve success rates of 99.9%

The platform is proving highly satisfactory—CHU Nancy is now benefiting from a reliable and flexible tool for automated and centralized management of its backups.

“After eight years of use, the verdict is very positive. The Symantec platform has proven to be a wise choice. Backing up to disk avoids the mechanical problems of robots, and makes our operations more reliable. According to our latest statistics, the success rate for backups is 99.9 percent, and the difference between that figure and 100 percent is rarely attributable to NetBackup,” says a satisfied Francis Daul.

According to him, “NetBackup provides an overall picture and allows us to manage backups in the same way regardless of the environment—Windows, Linux, or UNIX.” Backing up the NetBackup catalog on line plays a key role, since all backup operations are logged. The catalog is reliable and easy to look up. “We are also continuing to reap the benefits of the tool by optimizing administration and backup operations,” adds Francis Daul.

For the last eight years, Veritas NetBackup has enabled the DSI to deal smoothly with changes in the Lorraine hospital center’s technical architecture.

Several years ago, CHU Nancy developed the open communication protocol NDMP (Network Data Management Protocol) to secure its file service installed on a centralized NAS cluster. Two years later, to tackle the mechanical problems involved in backing up to tape and to eliminate the con-

SOLUTION AT A GLANCE

Challenge

- Make backup operations more reliable
- Optimize backup administration

Symantec Offering

- Veritas NetBackup™ and NetBackup Vault option

Technology Environment

- One 7-terabyte WMS 100 drive bay dedicated to disk backup
- StorageTek N180 library (urban hospitals site) with three LTO 3 readers, Overland Neo 4000 library (Brabois hospitals site) with two LTO 2 readers

Benefits

- Centralized automated backup management
- Introduced reliable, flexible backup system
- Ensured continuity of medical and administrative services
- Resulted in 99.9% average success rate for backups
- Enabled CHU Nancy to anticipate growth in data volumes

Symantec Partner

- Ares
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- Stordata
- PcWare

straints imposed by the number of readers, the DSI implemented backups to a seven-terabyte SATA drive bay.

NetBackup archives CHU data

Alongside this, Francis Daul emphasizes the key role of NetBackup in archiving CHU Nancy’s data: “Differential backups have enabled us to optimize the bandwidth and volumes of backups. Every week we back up 37 million files, or 19 terabytes. All backups are duplicated and then stored externally. NetBackup is ideal for this.” And there’s another key benefit: “Managing backups for all of our servers requires just one full-time person. This is all thanks to Veritas NetBackup: the product is very structured and allows simplified administration.”

Platform geared for growth in volumes

With its flexible and upgradeable system, CHU Nancy is now able to cope with growth in its data volumes. “We’re very satisfied with our backup platform. Our seven-terabyte drive bay provides us with all the flexibility and reliability required to back up the live system. In the future, we may even look into the option of switching to virtual tapes

once we’ve reached the critical limit for this,” concludes the Nancy CHU’s operations manager.

NetBackup Vault minimizes risk of data loss

Finally, to tackle every eventuality, the DSI tries to ‘cross over backups’ between the two hospital sites. At the moment, duplication is carried out in the same room: some tapes are taken away to a dedicated location within CHU Nancy.

For this, the Lorraine-based establishment uses NetBackup Vault along with NetBackup, an integrated module which offers full automatic management of tapes in the dedicated location. “NetBackup Vault has enabled us to optimize the external storage of tapes, which provides an additional guarantee of backup if something goes wrong,” concludes Francis Daul.

“Veritas NetBackup provides an overall picture and allows us to manage backups in the same way, regardless of the environment.”

Francis Daul

Operations Manager, Information Systems Department
CHU Nancy