

Children's National Health System Reduces Personnel Costs by 50-60% after Archive Data Migration

Children's National Migration Story

Children's National has a large volume of archive data in a highly-available infrastructure. It was running four EMC Centeras in several locations, using a mesh configuration with a legacy operating system. There were two main problems that triggered the need for an archive migration: the hardware was reaching end-of-life, and it was running out of storage space. Children's National needed a highly skilled company to migrate its data, as it had a complex design where the applications and storage intercept in a unique configuration.

"Centera is a complicated architecture with a unique layout where the application and the storage intercept. Children's National had a very complex environment; mapping the different file types in this unique architecture is a skill," stated Gary Lieberman, co-founder and chief executive officer, Interlock Technology. "This is not a process that can be successfully automated like some companies advertise."

Children's National decided to move to EMC Isilon, selecting to have two mirrored units for their new archive storage. They had a huge variety of application data that needed to be transferred, including Email Xtender, SourceOne archive, Image files, PACS images, Fuji images and flat file data. In addition, it was using Disc Xtender on their flat file data infrastructure. Children's National needed a migration company with experience in both complex architectures and one that had experience working with their applications, so EMC brought in Interlock to migrate the data.

Since Children's National is a very high touch, customer-focused hospital, where everything that touches the customer is in the spotlight, it was critical that there was zero impact on their applications and systems during migration. They needed Interlock to be diligent in keeping the environments synched as well as non-disruptively migrate the data. Furthermore, they needed a vendor that complied with all HIPPA regulations and ensured the data was kept private and secure. EMC's project manager worked very closely with Interlock and Children's National to ensure that the team mapped and moved this diverse set of files, in a complex environment.



Background

Children's National Health System is a premier pediatric health care organization that has been ranked among America's best pediatric hospitals by US News & World Report for four consecutive years. It provides a range of pediatric care services, offering primary care, acute care, emergency services and pediatric specialty care, with 30 locations throughout the Washington, DC, metropolitan area. Children's National is also home to Children's Research Institute, one of the top federally-funded pediatric research institutes in the country. On average, Children's National sees around 1,000 patients, performs more than 17,860 surgical procedures, provides 123,322 radiological exams and conducts more than 1 million laboratory tests each day.

*By migrating their storage, **Children's National** was able to reduce network-related personnel hours by 50-60%!*

Project Results

After the migration, Children's National realized immediate savings in both personnel hours and network costs. Because its storage was at end-of-life and running out of space, Children's National was allocating significant personnel resources to keeping the network operational. They were spending extensive hours on service patches, complex SAN attached storage issues and Disk Xtender problems that were causing large increases in staff hours and budgets. **By migrating their storage, they were able to reduce their network-related personnel hours by 50 - 60%!** In addition, Children's National is receiving additional savings from the reduced heating and cooling costs associated with the new Isilon storage solution.

One thing Children's National learned during the process is, "My advice is to listen to the experts and conduct your due diligence by having a data assessment before you start," stated Cary Myers, consultant, Children's National Health System. "If you have a complex environment, this can really help you understand the moving parts. Once you know what you have, it is easier to migrate and you can verify the integrity of the data."

The Interlock Difference

While migrating the data, Children's National also re-designed and streamlined their archive storage architecture into a more efficient solution. This adds layers of complexity to the project, and Interlock and EMC worked together to ensure customer satisfaction. "When you start these types of projects, many vendors argue back and forth over what is covered in the Statement of Work (SOW) and constantly say things are not included," stated Myers. "Interlock is not like that; they were very outcome-focused and they did not pick apart the details - they just helped us succeed in a very difficult situation. I learned a tremendous amount from working with them."

EMC agreed, "It was a complex migration, with many interactive pieces; Interlock was instrumental in providing insight into the technical resources needed from each company to make the migration successful," stated Jerry Wessells, senior technical solutions project manager at EMC. "They brought a lot of expertise to the project that helped Children's National define their strategy and refine their solution."

Interlock provided full support from start to finish. Unlike automated solutions that cannot handle complex migrations, Interlock's skilled staff can map and migrate virtually any Centera installation. "Interlock was extremely easy to work with, highly knowledgeable, and their subject expertise was fantastic," said Myers. "They had a really deep understanding of Centera, moved a huge amount of data and also synched a tremendous amount of data in the initial assessment, which made the cut-over easier for us." Myers continued, "They stuck with us through a challenging project. They were diligent, understanding and brought both custom tools and an out-of-the-box approach that were extremely valuable to the organization. My synch jobs were minimal because of the work they did upfront. They were great to work with and I would use them again without question."

Interlock Technology is the leading provider of archive data migrations from EMC Centera®, and other object-based storage systems, to the storage infrastructure of your choice. Interlock's field-tested, proprietary technology bypasses the applications so it migrates archive data at 10x the speed of host-based migrations, as well as supports a broader range of file types than any other provider. We make archive data migration simple, safe, fast and effective. For more information on Interlock, contact us at **888.369.1024** or info@interlock-tech.com.



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