

IS4IT Case Study

Klinikum der Universität München

IS4IT BUSINESS AREA

IS4IT Enterprise Data Center

AT A GLANCE

Trouble-free IT backups ensured - thanks to IS4IT

BUSINESS

Company:	Klinikum der Universität München
Headquarters:	Munich
Industry:	Medical facility
Products and Services	Patient care and research
Employees:	9000
Internet address:	www.klinikum.uni-muenchen.de

SUMMARY

In a nutshell I have to say: Since handing over operations to IS4IT, I have practically nothing to do with backups. I only have to get involved when it comes to decisions such as relicensing due to the bottleneck volume. IS4IT's backup services are self-perpetuating. The staff takes full responsibility for adopting new or removing old systems, reporting occurs regularly and reliably, trends are identified early and appropriate recommendations are made or necessary measures implemented. It is easy to see that expertise and experience from a number of companies in terms of possible problems are included in the work of IS4IT's staff. Deficits of the past are resolved; CommVault fully covers our future-oriented requirements for a backup solution.

Wirtsch. Dipl.-Inf. Simon Leutner, Head of Central Systems

PROJECT GOALS / CHALLENGES

1. Existing backup solution was too expensive, too complex, difficult to administer, error-prone and had performance bottlenecks
2. Targeted migration of tape-aided (b2tape) to disk-assisted backup (b2disk) in order to achieve shorter recovery times
3. Selection of a simple scalable solution, because high growth is foreseeable
4. Implementation with temporary parallel operation of new and existing solutions in order to avoid risks
5. Support requirements for design, operation, and commissioning of the new solution due to internal resource constraints
6. Backup service with defined scope of services, which ensures problems are recognized early and intervened actively
7. Possibility of extensive services that take into consideration future developments, such as new clinics

DECISION FOR IS4IT

1. Evaluation of various manufacturers (7 providers) in the backup environment - matrix-assisted selection of the product or service
2. Tender awarded on technical and economical basis - requirements fully covered
3. Best value for money as well as future-oriented total solution

SOLUTIONS

1. CommVault Simpana Software with Data Protection Advanced
2. Development of a customized backup solution that covers all the requirements of Klinikum der Universität München's comprehensive services
3. Outsourcing of activities surrounding backup in the form of IS4IT backup services to support our own team
 - Defined scope of services at a fixed price for request and incidents (according to ITIL management process)
 - Specified response times according to predefined priority
 - Proactive measures for trend identification, problem avoidance and risk minimization
 - Defined KPIs for early initiation of necessary measures and reporting

BENEFITS

Outsourcing backups

1. Defined, fixed costs for the entire backup operation provides budget transparency
2. Necessary expertise is distributed „on several shoulders,“ which minimizes the risks, e.g. in case of absence due to illness
3. Skills and experience from several companies lead to faster problem identification and resolution
4. Special competence, such as for upgrades, which is rarely necessary, is always available without training expense
5. Pressure on the small internal staff reduced

CommVault

6. Backup of all strategically used products, such as Linux, MS SQL, Oracle & Windows, possible without any problems
7. Virtualization of the backup solution ensures high availability and implementation as well as easy scalability
8. Full security of the physical and virtual systems in a short time frame
9. Shorter recovery times
10. Significantly simpler administration
11. Considerable cost savings

PARTNER

CommVault® Germany