

## CASE STUDY

# Sutter Health

Streamlines Environment, Dramatically Improves  
Backup Success Ratio

**Industry**

Healthcare

**Challenge**

IT could not accurately document the success of TSM backups or effectively utilize backup resources

**Results**

- Gained instant visibility into heterogeneous backup platforms and applications
- Reduced storage expenditures
- Maximized backup resources

**Products**

- Rocket® Servergraph

**Application**

- Backup Monitoring and Reporting

## Company

Sutter Health is a network of not-for-profit hospitals and physician organizations serving more than 100 communities in Northern California. The network's 40,000 employees also support acute care hospitals, medical research facilities, a region-wide home health, hospice, and occupational health network, and long-term care centers. More than 1,000 IT professionals in Sutter's ranks maintain one of the healthcare industry's most advanced operations.

## Challenge

The company's backup, storage, and recovery environment included multiple IBM® Tivoli Storage Manager (TSM) servers and an Oracle StorageTek 8500 tape library. Prior to deploying Rocket Software, members of Sutter's IT department had little visibility into backup processes involving these critical systems. The staff could not determine whether or not a backup had succeeded or failed. There was no way to drill down to assess the situation and take appropriate actions to avoid lapses that, in some cases, might result in severe business or legal consequences.

This inability to fully or accurately document backup activities and processes was compounded by the IT team's difficulty in providing the reports needed to satisfy specific organizational needs. When it came to evaluating and allocating resources, or providing audit trails for backup activities and processes for compliance purposes, the company faced continuing issues with its limited data.

## Solution

To address these limitations, Sutter engaged with other TSM users about how they were successfully managing their backup environments. Rocket Servergraph monitoring and reporting software arose frequently in those conversations. Customer input, combined with Servergraph's increasing recognition in trade publications and online media, led Sutter to select Rocket.



## Results

The Sutter IT team deployed Rocket Servergraph as part of its conversion to Linux and overall efforts to create a more secure and stable environment.

For the first time, the IT team was able to easily document backup activities across the company's data protection environment. IT personnel gained a single vantage point from which they could continuously observe critical processes while more efficiently identifying and isolating issues in real time before performance was affected. The company leveraged Servergraph's custom dashboard capabilities to create mini-portals that provided simple views of their entire backup environment that designated recipients found most useful.

Most important in addressing internal and external audits, Sutter can now have a readily available audit trail that documents and tracks "all that's happening" to their backups, for specific locations, departments, or servers. With Servergraph, the team also designed customized reports that provided important backup details they needed to make more informed decisions. Sutter staff took advantage of the added insight to evaluate and eliminate inefficient processes. This proactive approach significantly reduced the time spent on collecting and analyzing complex data to identify incidents, allowing the team to focus on containing issues and solving problems.

Within two months, the company found that its total bytes transferred had actually decreased, as a direct result of purging stale backups and resource hogs, leveraging incremental backups, and improving de-dupe efficiency—all enabled by Servergraph. These improvements translated directly into savings on both CAPEX and OPEX. The IT group's newfound visibility into its backup environment resulted in a distinctly positive impact on operations. In addition to these early wins, Servergraph data protection management continues to play a pivotal role in helping Sutter Health maximize its IT resources while reducing costs with more informed capacity planning decisions.

**“With Servergraph, we immediately saw many features that we knew made the product the best fit for our needs. It gave us clear visibility into how TSM was working and every aspect we needed to know. We had our answer.”**

Darren Madams  
Storage Engineer,  
Sutter Health

- rocketsoftware.com
- info@rocketsoftware.com
- twitter.com/rocket
- www.youtube.com/rocketsource
- www.linkedin.com/company/rocket-software
- www.facebook.com/RocketSoftwareInc
- blog.rocketsoftware.com