



Case Study 01

Insight, Hinchingsbrooke
and a hardware platform
to address storage needs

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PROJECT SUMMARY

Requirement

The Pathology and Radiology Departments of Hinchingsbrooke Healthcare Trust required a hardware platform solution to provide centralised records and data access. The very nature of these records required a secure and robust platform that would provide scalability and deliver 24/7 availability with minimal downtime

Solution

Insight fulfilled an end-to-end technical consultancy, design, and project management role along with the provision of hardware and software requirements. Through technical meetings Insight was able to ensure a best practice implementation that met the wider needs of the trust within specific timeframes and budget.

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IT has become essential to the growth and agility of your organisation. Choosing the correct hardware platform for your data management is imperative but can only deliver the results you need if it is implemented correctly and integrated with your business.

This was the challenge identified Hinchingsbrooke Healthcare Trust (HHCT) - utilising technology as an enabler to streamline labour intensive business processes. In total, HHCT provides health care for more than 150,000 people who rely on the hospital for a range of services. The high sensitivity of the data, and the importance of reliable access were the key drivers in this project.

‘Insight was an obvious choice for us’ explains Mr Dawson, ‘we had found through a number of technical briefings with them that their pre-sales consultancy was first-class and the ability to take an independent stance on which hardware and software vendors HHCT should use to achieve our goal was of major benefit.’

Insight’s approach to implementing the right solution for Hinchingsbrooke was to first understand the context of the requirement. In conjunction with HHCT and their software partners, Insight developed a technology roadmap focusing on storage, disaster tolerance, back up and high availability. The

roadmap offered a long-term view enabling the proposed solution to be designed with projected and future departmental needs accounted for. If the solution was not scalable it would be a wasted investment that would prove obsolete within a short period of time. Leveraging scalability and Return On Investment (ROI) was imperative to the success of the solution.

HHCT’s vision of centralised, secure data store to improve operational efficiency, required a bespoke hardware platform incorporating the following elements:

- SAN
- Clustering
- Centralised back-up
- Management tools

Insight consulted with HHCT and their end-users to ensure the requirements of the organisation would be met. Mr Dawson believes ‘Insight’s focus at the outset was to ensure that they understood the HHCT user community, who would be accessing the data. Through taking the time to understand the organisation Insight were able to reflect the requirement of our users into the design of the proposed hosting infrastructure.’



Insight was selected ahead of its competitors because they genuinely wanted to understand where we were and where we are going. Their technical understanding, coupled with the information compiled on the future requirements of the trust, proved to us that they valued our 'internal customers' - a trait that others IT providers were missing.

MR DAWSON
HHCT



Insight's ability to work in partnership with the database provider was underpinned by its strong project management resource. 'Insight worked seamlessly with our chosen database provider, providing us with constant feedback as to the progress of the project.' Said Mr Dawson.

Insight delivered detailed consultation to HHCT before selecting a combination of HP hardware and Veritas software. By leveraging Insight's alliances with both of these technology vendors Insight were able to ensure HHCT of the viability of this product selection through enhanced technical data, competitive pricing and the strength of post sales technical support that would be provided.

Having submitted and approved designs for the new server and storage platform Insight worked in conjunction with a chosen backup software vendor to ensure the deployment of the system was successful. This included the integration of the Insight-designed pathology and radiology storage system into an overall storage and back-up strategy for HHCT.

'By assisting HHCT in the development of a technology roadmap Insight could offer demonstrable Return On Investment (ROI) to HHCT. The detail offered on each component of the solution illustrated that we would enjoy reduced Total Cost of Ownership in comparison to other solutions we had considered.' Said Mr Dawson 'Their project management from design to deployment was excellent and kept to rigid time and budget constraints.'

'Interruption to the day-to-day running of the organisation was minimal and transition was a painless experience for everyone involved.' Mr Dawson continues 'Insight was selected ahead of its

competitors because they genuinely wanted to understand where we were and where we are going. Their technical understanding, coupled with the information compiled on the future requirements of the trust, proved to us that they valued our 'internal customers' - a trait that others IT providers were missing.'

Post implementation, HHCT and its user community have experienced the benefits of secure and reliable data access as a result of the correct solution being identified and implemented. The projects technical advisor Andrew Black concludes 'the project was successful because we understood the wider requirements of the organisation above and beyond the technical specifications. Scalability, long-term objectives and understanding the end user underpinned the success of the Insight solution.'