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Kevin Orritt, Infrastructure Manager

Case Study: Greater Manchester Mental Health NHS FT

Greater Manchester Mental Health NHS Foundation Trust (GMMH) provides a wide range of mental health services to people living in the North West of England. The Trust employs around 4,750 members of staff, who deliver services from more than 130 locations. Over a 12-month period, the Trust sees in the region of 53,000 service users.

As with many Healthcare organisations in the UK, the highest quality of service needs to be offered with an ever reducing budget. This also applies to internal IT systems, where these are managed with limited engineer resource. This makes it difficult to ensure that systems are configured and managed correctly and efficiently, while maintaining safety, confidentiality and compliancy of patient data.

Challenge

To sustain the high level of data management and protection SLA's the Trust sets themselves, the team had to overcome the issue of limited resource availability, driven by the barrage of alternative tasks the team deal with on a daily basis. With just one primary engineer managing the Trust's Commvault environment, there was a potential safety risk to patient data.

“We had got ourselves into a position of uncertainty surrounding our data protection policies, due to the time available to manage changes required within Commvault as changes happen in our primary platform, which led to potential data insecurity. Also, we needed to report to the business the upholding of our SLA's,” explains Kevin Orritt, Infrastructure Manager for GMMH.

Organisational mergers have tripled the amount of data GMMH manages in recent years. The Trust needs to ensure that data is protected correctly and with 100% guarantee of restore capability in the case of a system failure.

“If we suffered a systems outage we weren't sure if data could be recovered, due to the limited time to double check systems,” continues Orritt. “It was time to ensure our Commvault environment was operating as designed, as such, we contacted COOLSPIRiT for advice.”

With patient sensitive data at risk, the Trust started to consider a Managed Service to ensure the protection of data, while allowing the IT team to concentrate on alternative tasks.



Archive



Data Reporting,
Monitoring &
Alerting Tools



Security



Cloud



Design &
Deployment

Solution

GMMH had worked with COOLSPIRiT and their Commvault environment since 2015. Initially this was for re-configuration advice, which led to licensing advice and expansion of the capacity CommCell.

COOLSPIRiT met with the IT team at the Trust to understand in detail their current issues; it was quickly identified that a Managed Service would drastically reduce the burden of the team and allow them to focus on other projects.

"As an NHS organisation getting training for our primary engineer has been difficult to arrange. The issue was compounded if, for example, our engineer was away from the office or on annual leave," explains Orritt. "All of last year we muddled through, struggling with data management tasks. Once we made management aware of these issues, it was decided we had to go down the Managed Service route."

"We still wanted the ability to check backup jobs and manage restores ourselves, but we needed the assurance of an additional layer of support being there for us when needed," explained Orritt. "From an audit perspective, the Managed Service reassures us that there is another pair of eyes on the system, week in week out," affirms Orritt.

COOLSPIRiT put the Managed Service in place, and from this point the Trust no longer needed to wait until the following morning when their engineer arrived for work to fix any issues; now they had support from a team that advises them and deals with any problems immediately.



99% SLA
Target
Achieved

Benefit

With a complex environment, spanning many platforms and a growing data set of 24TB, the Managed Service has been proven to be a fantastic asset to the IT team, ensuring consistent and available backup sets in case of downtime.

"The Commvault platform wasn't in perfect health before the contract, so it took the Managed Service Team a little time to iron out any issues we had, but everything is now much better and we're really happy with how the service is working out for us," explains Orritt. "This has put us in a very strong position for backups, which now hold an SLA 99%, compared to 85% previously."

The Trust no longer needs to request support from members of other teams for urgent assistance with Commvault. "Our Commvault engineer can now confidently manage any issues that arise with our estate, due to the Managed Service team taking on so much responsibility, which has totally freed up his time," confirms Orritt.

Orritt concludes "The whole Managed Service team have been extremely helpful and their knowledge is second to none. All the challenges have been faced on, investing considerable man hours to fix issues we had – the result is a much more manageable solution. Additionally, the configuration changes and new storage which we were advised to be deployed has made our sensitive data secure for many years to come, with far less daily management."

Greater Manchester Mental Health NHS Foundation Trust now has a trusted data protection solution in place, with no concerns over the daily management and reporting of data protected.



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