



NHS

*“Backup at Central Area of North Wales NHS Trust needed speeding up without compromising data security, **RISC GROUP IT Solutions** offered the ideal solution”*

Background

The Central Area of the North Wales Trust, now known as the Betsi Cadwaladr University Health Board, provides a wide range of healthcare services to central North Wales, delivered through a network of 9 hospitals, health centres and clinics.

With diverse services delivered to over 40 sites, the IT team responsible for the central area were keen to ensure that remote facilities were adequately and rapidly protected against data loss.

The Challenge

With application and file servers situated in local health centres, dentists and GP surgeries needed the ability to ensure regular backup and reliable restoration of data.

This proved to be time consuming and demanding. Traditional approaches of removable tapes and disks proved unreliable and open to human error.

Equally, as a heavily regulated sector, protecting sensitive patient records was of primary importance. The Trust's IT Team were under increasing pressure to ensure tape handling and storage were fully compliant.

Adding to their challenge were internet links that proved to be too slow to backup over the network.

With traditional methods proving to be increasingly unreliable, the team investigated a solution that would accelerate backup processes and also remove the risk of security breaches. With exhaustive research and testing the team finally found the answer with RISC GROUP IT Solutions.

“RISC GROUP IT Solutions has proven to be invaluable in this exercise, showing high levels of commitment, professionalism and a support team that is second to none.”

The Solution

The Trust's IT Systems Manager Andy Stott turned to RISC GROUP IT Solutions, the leading data storage solutions company for help.

Alasdair Hill Storage Expert at the company comments *'The medical sector has become increasingly more reliant on computing technology with every field relying on IT for diagnoses and record keeping, creating large files that have to be accessed and backed up over large geographical areas. The challenge is to get quick and secure backup even at remote sites, ensuring that data is protected against loss and recoverable should the worst happen. Our recommendation was to deploy RISC GROUP IT Solutions' software utilising Attix 5.'*

With the deployment of Attix 5 software The Trust was able to centralise their outlying sites under a single backup platform. With no need for onsite user intervention and a massive reduction in time and effort, The Trust felt safe in the knowledge that they had made the right choice.

RISC GROUP IT Solutions were able to ensure The Trust's needs were addressed by the remote deployment of agents onto each of the remote servers and a centralised management platform within the data centre. With RISC GROUP IT Solutions deployment capabilities, tape backup, with its many associated problems became obsolete in all The Trust's sites.

'RISC GROUP IT Solutions has proven to be invaluable in this exercise, showing high levels of commitment, professionalism and a support team that is second to none. The software has revolutionised the way The Trust address's works with the local sites, allowing us to completely remove tape from the equation.' said Andy Stott.

Alasdair Hill commented *'It's been a pleasure working with Andy and his team, we have again proven to solve the unsolvable at a cost that's reasonable. Branch office backup has always been the bane of any IT team, relying on untrained staff to change tapes, tapes being incorrectly loaded, lost or stolen and with the government being under such scrutiny regarding data loss these days, the ability to completely remove the need for user intervention and tape changes the whole picture'*

Security

The software ensured data is transmitted from each site in a secure SSL 128 format and finally stored a robust Blowfish 448 format ensuring complete security at all levels.

Speed

With daily backups carried out onsite and only binary patches transmitted the impact upon the network proved to be negligible, ensuring no additional upgrades were required to complete the job.

The Storage Platform

The Storage Platform is a software solution offering unlimited backup and storage capacity. Starting at 250GB the Storage Platform utilises either your existing hardware infrastructure or a system designed and installed by RISC GROUP IT Solutions. The Storage Platform offers automated, secure disk-to-disk backup and recovery for servers, databases, PCs and laptops.

The Storage Platform minimises risk, maximises productivity and allows you to regain control of your most valuable asset – YOUR DATA!



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About the Central Area of the North Wales Trust

The Central Area of the North Wales Trust is now part of the Betsi Cadwaladr University Health Board which is the largest health organisation in Wales, providing a full range of primary, community, mental health and acute hospital services for a population of around 676,000 people across the six counties of North Wales (Anglesey, Gwynedd, Conwy, Denbighshire, Flintshire and Wrexham) as well as some parts of mid Wales, Cheshire and Shropshire.

The Health Board employs around 18,000 staff. It is responsible for the operation of three district general hospitals as well as 22 other acute and community hospitals, and a network of over 90 health centres, clinics, community health team bases and mental health units. It also coordinates the work of 121 GP practices and NHS services provided by north Wales dentists, opticians and pharmacies.





About RISC Group IT Solutions

RISC Group IT Solutions Ltd is a wholly owned subsidiary of RISC Group; one of the largest Global Managed Services Provider in Europe, with over 130 channel partners across the UK and a strong presence throughout Europe.

Since inception the RISC Group has strived to build a business based around the provision of services to SMB and Enterprise clients alike. Initially targeted at the SMB and Soho market space, the RISC Group has flourished through both organic growth and acquisition to establish itself as one of the UK's leading providers of managed services and storage solutions.

Our focus is always on "best of breed" data storage and backup solutions and is one of the most successful providers of services to address your business needs.

About Attix 5

Attix5 is a privately held software company headquartered in the UK and South Africa. Attix5 was founded in 1999 and has since grown to be one of the leading players in its field.

As a leading provider of backup and recovery software, Attix5 helps companies protect one of their most valuable assets - their data.

Focusing on the provision of robust, secure technologies that power services to increase customer satisfaction and reduce management. Attix5 software currently operates on thousands of sites all over the world. Our solutions are rapidly scalable, allowing them to grow with any business.

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