

# BridgeHead takes the pain out of data backup and restore for Galway Clinic

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When Galway Clinic experienced its first real data loss scenario, the restore was not an issue.

Ashtead, UK – 9th June 2005 – Galway Clinic, a new state of the art hospital, has selected BridgeHead Software's HT Backup technology to look after automated backup and reliable restore for its central healthcare information system (HCIS) and picture archiving and communications system (PACS).

Galway Clinic has used the latest technology to transform the way it delivers healthcare. By removing the reliance on paper-based records, its IT system allows doctors and nurses instant access to patient information and digital images at the touch of a button from anywhere in the hospital.

"We went all out to build a robust system to handle high volumes of data created from putting all patient records in a lifetime database," said Philip Sheehan, IT Manager for Galway Clinic. "It's imperative to keep data always available within the hospital. We needed a transparent, quick and reliable backup that was easy to restore in the event of failure and ensured the protection of patient data."

The first real data loss and restore test came when a department manager accidentally deleted an entire crucial finance folder. These files held a considerable amount of work, including Galway's finance policies and procedure documents, the equivalent to at least two weeks worth of time for two people.

"The backup copy saved us, and restore was no problem – we got everything back in five minutes," said Robbie Phelan, Network Manager for Galway Clinic. "As it was our first live restore, we checked how to do it with BridgeHead's telephone support team, who talked us through the comprehensive restore document – it was easy to grasp and very easy to use ."

The HCIS system from MEDITECH is a hospital wide application that covers every department from finance and admissions to nursing and patient care. When Galway looked for backup protection, MEDITECH recommended its' Integrated Serverless Backup for SANs using approved third party software from EMC Legato or BridgeHead Software. Sheehan reviewed their recommendation based on know-how and existing partnerships, and decided that BridgeHead, due to its experience in the health sector and the close location of the support team, was indeed the best backup partner.

BridgeHead's HT Backup talks through an API with the MEDITECH HCIS application, to provide image based backup of the application data. A unique feature of BridgeHead's software is that the backup process works without relying on the CPU resources from the application server, so there is no slowing down in performance of the central health informatics system and users can continue to access data at all times.

"What people need to know is how they recover a file accidentally deleted, and how to recover an entire server in the event of total data loss. This is especially true concerning critical data such as patient records, x-rays or test results," said Tony Cotterill, CEO of BridgeHead Software. "HT Backup is a restore solution, the first part is fast and faultless backup, but the key consideration has always been

getting that data back.”

By using BridgeHead’s automated HT Backup, Galway Clinic has saved considerable man hours, the equivalent of having an entry level IT position at a cost of €xx,000 per annum, and the network manager is able to run everything by himself. This helps Galway Clinic to meet a key priority of keeping non-critical staff to a minimum.

Blackrock Medical Partners, the owners of Galway Clinic are planning to open more hospitals in the same style. The next one, already under construction is in Dublin and a third site has been identified in Cork. The complete technology system created at Galway Clinic will be rolled out to these new hospitals.

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Press contact:

Rose Ross / Hannah Knowles

Omarketing Limited (for BridgeHead Software)

T: +44 (0)20 8255 5225

E: Rose@omarketing.co.uk / Hannah@omarketing.co.uk

About Galway Clinic ([www.GalwayClinic.com](http://www.GalwayClinic.com))

Galway Clinic is the first in a succession of state of the art healthcare hospitals planned by Blackrock Medical Partners to provide accessible and first-rate acute and secondary care service to the whole community. The clinic offers the most up-to-date treatment with high calibre health care personnel using advanced technology to monitor patients’ treatment.

The Galway Clinic is a 101 bed hospital with high-tech operating and day surgery theatres, 8 bed intensive care unit, ambulatory care, oncology treatment, radiotherapy, orthopaedic and sports therapy and full health screening services. By providing greater access to care, minimising waiting lists and retaining high quality staff, Galway Clinic improves and supports the health care service in West of Ireland.

About HT Backup

BridgeHead’s HT Backup performs backup and restore of data, databases, and applications. It provides easy, economical access to large capacity, high-performance data storage via three-tier open architecture, centralised management, distributed robotic control, and media management capabilities.

HT Backup provides automatic, unattended backup of PCs, workstations, departmental servers, and enterprise systems across networks, or to local secondary storage devices. It can handle a virtually unlimited number of concurrent sessions between any number of network nodes due to its unique, three tier architecture which separates data flow from control of backup.

Within Galway Clinic’s system, HT Backup sits on a dedicated backup server and orchestrates the backup to create image-based backups of each of the SAN based logical disks. It controls the backup schedule and communicates with MEDITECH’s application when a backup is to start. MEDITECH then locks down,

releases each of the SAN mirrors, and hands a list of those mirrors to HT Backup which makes an inert, static image of each mirror to the tape library. Once done, HT Backup informs the MEDITECH application and the mirrors are re-synched back to the HCIS.

About BridgeHead Software ([www.BridgeHeadSoftware.com](http://www.BridgeHeadSoftware.com))

BridgeHead is a technology company with a total focus on integrated storage management software. Over the past 11 years, BridgeHead has supplied its technology to major application and hardware vendors to facilitate their customers' storage management needs. BridgeHead Software's Integrated Storage Management suite of products provides backup, archive, migration, replication, storage media management and disaster recovery for email, files, images and unstructured data. BridgeHead has an established customer base and a growing international distribution network that provides sales, support, training and consulting services to major markets worldwide.

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