



Klinikum Worms delivers top performance in the care of patients and their data.

OVERVIEW

Klinikum Worms Uses Veritas NetBackup to Safeguard Vital Patient Data

To safeguard its ORBIS hospital information system (HIS), Klinikum Worms relies on NetBackup™ from Veritas. Several terabytes of highly sensitive data from a complex, partially virtualized environment are backed up to a storage area network (SAN) at regular intervals. Both data backup and recovery rates are nearly 100 percent.

NO COMPROMISES ON DATA BACKUPS

In a nationwide study conducted across Germany, news magazine Focus named Klinikum Worms one of the top hospitals in the state of Rhineland-Palatinate. The independent seal of “Top Regional Hospital 2020, Rhineland-Palatinate” attests to the outstanding quality of patient care delivered by the medical center’s more than 2,000 employees. Focus works with an independent institute to analyze data on more than 1,170 hospitals and medical centers. Physicians and patients are also surveyed to get a detailed picture of the quality of care.

Klinikum Worms is one of the five largest medical centers in Rhineland-Palatinate. With 696 beds, the hospital serves about 32,000 patients on an inpatient basis and provides outpatient care to more than 40,000 every year. Klinikum Worms has established several centers of competence to focus on certain patient groups and diseases. The teams at the perinatal center, for example, provide the highest level of care for extremely underweight newborns and premature infants. Other areas of emphasis include obstetrics and trauma surgery; cardiology, with a special stroke unit; and gastroenterology. Klinikum Worms also received certification as a diabetes center in 2004 and as a regional trauma center for Rheinhessen in 2012. Beyond that, the hospital has certifications as an oncology center; breast, intestine, and prostate center; and endoprosthetics center.



ORGANIZATION PROFILE

Industry: Healthcare

Headquarters: Worms, Germany

Employees: more than 2,000

KEY CHALLENGES

The Klinikum Worms medical center uses the ORBIS hospital information system (HIS) from AGFA HealthCare to organize workflows in patient care units and administration. It also manages all of the data generated in the process, from order forms to X-ray images. The availability of data is important to patients, since this information includes numerous diagnostic results and details of examinations. Failures and data losses can be life-threatening.

SOLUTION

Klinikum Worms makes no compromises when it comes to safeguarding data, so they chose NetBackup™. This software from Veritas has been certified by AGFA as an ideal backup solution for ORBIS HIS, and it can handle even the complex backup tasks set by Klinikum Worms.

BENEFITS

- Certified backup solution for ORBIS HIS from AGFA
- High success rate for backing up virtual machines
- Nearly 100 percent success rate for data restoration

PARTNER

- Serviceware, serviceware.de/home

To ensure that doctors and nursing staff can continue to provide this high quality of care in the long term, teams from various units work closely together. Toward that aim, the IT team at Klinikum Worms, headed by Heiko Bott, implemented a thoughtfully designed HIS several years ago. It allows employees to coordinate their tasks using smart programs and services. The HIS covers not just all patient care tasks, but also every aspect of administrative and management matters. To achieve this, Bott relies on the ORBIS software from provider AGFA HealthCare, which is implemented in all of the hospital's important workflows.

"With NetBackup, we can restore lost data from backups with a success rate of almost 100 percent. In most cases, we're dealing with minor issues with virtual machines."

— Heiko Bott, Head of IT, Klinikum Worms

Patient data is vital. With that in mind, Bott and his team implemented a high-performance, reliable backup strategy to make sure data and documents would be available at all times. AGFA recommends NetBackup software from Veritas Technologies as the ideal backup solution for its HIS and has certified the data protection software accordingly. "This is the perfect solution for our hospital because it covers our complex backup tasks very well," says Oliver Diry, who is responsible for data backups at Klinikum Worms.

The IT team at Klinikum Worms leaves nothing to chance, choosing proven and highly robust solutions for its security infrastructure. The HIS was installed on a scalable and redundant Solaris UNIX system, for example. "This gives us even more added security in comparison with a Windows solution," Bott says with an eye to the ransomware attacks that have targeted other hospitals and medical centers. "Still, even UNIX systems aren't immune to attacks, and they have to be protected accordingly. Defending against attacks from hackers and performing regular backups are key aspects of our strategy."

DATA LOSSES ARE UNACCEPTABLE

The ORBIS hospital information system encompasses the workflows across a wide variety of units at the medical center. It also organizes all of the data generated, from order forms to X-ray images and cardiography data. This gives physicians and nursing staff important information on how sick patients are and what vitally important actions are needed. The IT department makes no compromises when it comes to the availability of this data, since it is crucial to patients.

With that in mind, Klinikum Worms shifted from tape backups to a disk-based data protection solution years ago. When the move was made, Bott and the eight-person IT team established a tiered backup model in which every virtual client at the hospital is backed up in full every evening and at short intervals throughout the day.

The HIS file system is also backed up in full once every weekend and exported to tape once a month. "Thanks to the simple Veritas NetBackup user interface, we can always keep an eye on all of these processes and take action very quickly if there is any discrepancy," Bott explains. The hospital relies on a SAN with several terabytes of memory as a backup medium. There have been no issues with data restores in the past; the recovery success rate is nearly 100 percent.

At Klinikum Worms, ongoing operation of Veritas NetBackup is supported by Veritas partner Serviceware, which also helped implement the solution. "Whenever there are questions, like when there are updates to new versions, we always get expert advice there, and we really feel well taken care of," Bott says. "But since NetBackup is so reliable to operate, we very rarely need support." In the past, the service provider has tended to intervene mostly in hardware errors, such as when a tape drive would suddenly stop working.

Aside from minor incidents, the backup software from Veritas works reliably and without incident, 24 hours a day. "Very rarely, we will have a firewall block access, and then we have to intervene manually. But in general, all we have to do is monitor the system," Bott explains. Speaking for the medical center's entire team, his conclusion is a positive one: "In terms of reliability, support, and the features offered, the solutions from Veritas are a perfect fit for our backup requirements."



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— Heiko Bott, Head of IT, Klinikum Worms

FOR MORE INFORMATION

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Veritas Technologies is a global leader in enterprise data management – our software and solutions help organizations protect their mission-critical data. Tens of thousands of businesses, including 97% of Fortune 100 companies, rely on us every day to back up and recover their data, keep it secure and available, to guard against failure and achieve regulatory compliance. In today's digital economy, Veritas delivers technology that helps organizations reduce risks and capitalize on their most important digital asset – their data. Learn more at www.veritas.com or follow us on Twitter at [@veritastechllc](https://twitter.com/veritastechllc).

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