



## Compaq StorageWorks

Compaq StorageWorks Keeps  
UPMC Health System in Peak Condition

### UPMC Health looks to Compaq StorageWorks for flexibility and multiplatform support for its rapidly expanding network of hospitals and businesses

“We chose Compaq as a vendor we could count on for the long run,” says Joe Furmanski, Manager, Systems Support for Central IS at UPMC. “Time and again, StorageWorks is the platform of choice after intensive evaluations.”

Growth by acquisition. The mere mention of the phrase can give an IT director the shakes at the prospect of integrating systems across a company’s combined assets. The UPMC Health System has been growing by acquisition at a meteoric rate for the past four years. In that time, it has expanded from four hospitals and 10,000 employees to 17 hospitals, affiliated organizations, and over 25,000 staff – and it plans to continue that growth.

In 1997, US News and World Report praised several of UPMC Health System’s specialty areas in its “America’s Best Hospitals” edition. That same year, the company was ranked among the 100 best employers in the US by Working Mother magazine. Patient satisfaction and providing premier medical care are among the highest priorities of UPMC Health System, and the company seeks to demonstrate this with highly responsive, cost-effective health care.

#### The challenge

Fast, reliable access to information is essential in today’s intensely competitive managed-care climate, and the challenge of managing acquired heterogeneous systems and their accompanying storage needs is daunting. Growing from four to seventeen hospitals in four years presented the UPMC Health System central IS department with a variety of inherited, as well as newly acquired, platforms to weave into a centralized corporate environment.

But acquisition isn’t the only reason Furmanski must tend a multi-platform data center. Its choice of computer platforms is often dictated by application availability, predicated the need to adopt a storage solution that has the flexibility to support whatever comes in the door.

**COMPAQ**

Better answers

## The StorageWorks solution

### **FLEXIBLE, MULTIVENDOR**

"We have a total of 6 terabytes of storage and we swap storage around often," says Furmanski. "We might move it from Tru64 UNIX to Sun Solaris to OpenVMS and back again. We save a lot of time and money by getting so much use and flexibility out of our storage investments. StorageWorks is a true multi-server, plug-and-play solution."

### **RELIABLE, RESPONSIVE**

Stresses Furmanski, "We consider all of our systems critical, which means they must be up at all times. Compaq StorageWorks delivers the reliability and availability that we need to respond quickly to physicians and patients."

### **LOW COST OF OWNERSHIP**

"StorageWorks allows us to serve a greater number of customers and increase our bottom-line revenue," says Furmanski. "The overall savings that we attribute to Compaq StorageWorks frees up capital for other projects."

"When you can train someone to configure and maintain the same storage devices for all of your platforms, staff productivity is increased," says Furmanski, "not to mention the lower cost-of-ownership realized by not needing to stockpile spares for a number of different platforms. With StorageWorks, one set of spares from one single vendor does the job."

### **MANAGEABLE**

"We have been using the [StorageWorks] Command Console successfully on our Tru64 UNIX systems and are now beginning to use it on Sun Solaris, Windows NT and OpenVMS systems," Furmanski adds. "A centralized command console fits into our ideal system design."

### **SCALABLE**

Says Furmanski, "We only have to add more disks and UltraSCSI controllers, and we get a two-fold increase in performance. And UltraSCSI disks already support Fibre Channel controllers when we need another performance boost. One of the major reasons we use StorageWorks is that it can grow significantly and still deliver the performance we demand."

### **DATA PROTECTION**

"We love working with DLTs," says Furmanski. "They have reduced our backup time by 75 percent and automated the entire backup procedure. The savings we have gained in operator time and wall-clock time extends our staff productivity significantly."

### **EXCELLENT SERVICE**

"We get very good service and support from Compaq at both the local and corporate levels," says Furmanski. "One of our corporate mission statements is to provide excellent service. Apparently, Compaq operates on the same principles."

Says Furmanski, "Compaq earned our business once again with superior solutions. The combination of OpenVMS and StorageWorks provides the rock-solid stability we need to maintain our status as the number one healthcare provider for Western Pennsylvania."



*This case study was prepared with the cooperation of the company described. The material, however, does not constitute an endorsement of Compaq products by the company.*

Compaq believes the information in this publication is accurate as of its publication date; such information is subject to change without notice. Compaq is not responsible for inadvertent errors. Compaq conducts its business in a manner that conserves the environment and protects the safety and health of its employees, customers, and the community.

Compaq, the Compaq logo, OpenVMS, and StorageWorks are trademarks of Compaq Computer Corporation.

UNIX is a registered trademark in the U.S. and other countries, licensed exclusively through X/Open Company, Ltd. Sun, Sun Microsystems, and Solaris are registered trademarks and SunOS is a trademark of Sun Microsystems, Inc. Microsoft is a registered trademark and Windows NT is a trademark of Microsoft Corporation.

Printed in U.S.A. ECG 0023-0499-A Rel.# 312/99 05 64 20.0  
© Copyright 1999 Compaq Computer Corporation. All Rights Reserved.