

StoredIQ Provides Leading Health Care Provider with the Right Prescription for Managing Terabytes of Information

The Business Need

A huge and rapidly growing volume of patient records, emails, reports, prescriptions, insurance documents and other information – that's what healthcare organizations face today.

All this information, growing exponentially year over year, has to be properly managed and stored, and this places an increased burden on IT staff and infrastructure. At the same time, regulations such as the Health Insurance Portability and Accountability Act (HIPAA) require that organizations maintain strict governance over the privacy, security and long-term archiving of patient records and other healthcare-related information.

To address these issues, this leading national health care provider recently launched an initiative to "stay ahead of the curve" in terms of information management, storage and compliance. Specifically, their IT organization wanted to identify and manage HIPAA-related data in their unstructured file systems while also implementing hierarchical storage management strategies and other storage management projects.

Time was a critical factor for the initiative. The number of servers in their data center had grown exponentially over the past several years. These servers already handled terabytes of data, and new servers were being added on a regular basis to handle the growing data volumes.

In addition, older files needed to be located, de-duped, archived or, if appropriate, deleted. Failure to develop and implement an effective solution in a timely fashion would impact productivity, storage costs and risk management for compliance.

CHALLENGE

Addressing enterprise-level information management, storage management and privacy for business requirements and HIPAA compliance.

SOLUTION

StoredIQ's Intelligent Information Management solution enables organizations to efficiently manage and store very large amounts of information in a cost-effective, flexible and compliant manner.

BENEFITS

- Fast, flexible management of large amounts of unstructured data
- Focused support for automating HIPAA and corporate policies
- More efficient, cost-effective storage management
- Comprehensive data topology maps
- Scalability across diverse technology environments

RESULTS

- Productive data management
- Reduction of storage costs
- Increased storage visibility
- Support for compliance
- Flexibility to address growth

The Evaluation Process

The IT evaluation team knew that they needed a product that supported their Novell-based servers. Unfortunately, most of the information management products they reviewed lacked this ability.

CynergisTek, the health care provider's security and compliance services partner, recommended a StoredIQ solution, in part because StoredIQ's appliance fully supports Novell protocol on file servers and Novell Directory Services (NDS). "CynergisTek prides itself on finding the best technology solutions for our clients," said Mac McMillan, CEO of CynergisTek. "StoredIQ was definitely the right choice for the enterprise environment of this health care provider." He added, "Because of its superior query capabilities and outstanding search analytics, StoredIQ was able to meet the customer's required information management goals quickly and effectively. Additional HIPAA compliance benefits have also been realized all through this single solution."

The Solution

CynergisTek implemented the StoredIQ appliance at the health care provider, a process that took only half a day. The benefits of StoredIQ soon became clear, especially to IT professionals at the healthcare provider.

StoredIQ

"We recently had to migrate from one server to another," explained an electronic file analyst on staff at the health care provider. "We were changing from Novell to Microsoft Windows; in addition, we wanted to make sure that we had migrated everyone's emails, including attachments. We needed to know how many emails were in the system, how many were archived and how many attachments were connected to these emails. We found all of this information without any problems. The versatility of StoredIQ's advanced search capabilities is awesome."

In addition, the electronic file storage analyst uses StoredIQ queries with full text indexing to support HIPAA requirements for privacy. "I can leverage StoredIQ's built-in support for natural language searches to identify which files need to be kept on secure servers," she said. These searches are greatly accelerated using hash algorithms to support more efficient, incremental searches. "Some of my original data identification took four or five days. With StoredIQ, they take just a few hours with incremental harvests. That's just amazing."

StoredIQ also provides an intuitive user interface for converting queries to classifications, as well as support for drafting and testing classifications before implementation. "StoredIQ's health care classifications are pre-configured and out-of-the-box," explained the health care provider's in-house electronic file analyst. "This allowed us to get up and running quickly, and StoredIQ's level of automation continues to save me a tremendous amount of time and effort."

Data topology mapping with StoredIQ has proved to be a valuable benefit. Originally designed to meet eDiscovery needs, data topology maps give this health care provider an effective way to show where active information resides, such as network services, email servers, storage systems and PCs. "These topology maps give managers a very good overview of storage by each department, group or even user," stated the analyst. "When you need to show how storage is allocated, the maps really give you hard-hitting storage metrics."

The Results

This health care provider anticipates that they will continue to expand and upgrade their StoredIQ solution as their needs evolve, and the electronic file analyst looks forward to working with the StoredIQ support team on future projects. "The StoredIQ staff has been very supportive," she said. "When I've had a challenge, they let me know exactly what I should expect

and how StoredIQ was going to address the situation. That level of customer service is very important to me."

In summing up the benefits of StoredIQ, the analyst was quick to mention superior risk management and more efficient storage. However, she said that the most important benefit was definitely the solution's automated file management capabilities.

"I can copy and move files very easily or use StoredIQ's built-in scheduling capabilities to copy files after a few days and then move them to another secure location. That saves me a significant amount of time, and I don't have to use multiple tools to get my job done."

She added, "StoredIQ provides a level of intelligence to our file management strategy that we did not have before. We now have complete visibility into our data, and we can feel confident that our patient-related records and communications are protected and compliant."

About StoredIQ

StoredIQ is a leading provider of enterprise-class Intelligent Information Management solutions, enabling organizations to gain visibility and control over business-critical information to help meet their compliance, governance and eDiscovery requirements. Industry-leading companies, including MGM, Pitney Bowes, American Express and Edward Jones rely on StoredIQ's award-winning solution to manage their information more efficiently.

For more information or to learn how StoredIQ can help you protect your business-critical information assets contact us at info@storediq.com or call us 512.334.3100.

Additional Information is available on our website at www.storediq.com.

The logo for StoredIQ, featuring the word "Stored" in a dark grey sans-serif font and "IQ" in a larger, bold, orange sans-serif font.