

Modern data protection drives a better healthcare experience

Novant Health unifies data protection strategy for smarter decision making, better patient care and streamlined operations with Dell EMC and VMware



Healthcare

United States

Business needs

At Novant Health, legacy backup technologies and exponential data growth were extending backup windows and burdening IT staff. In response, the healthcare provider embraced a unified, holistic Dell EMC Data Protection infrastructure to increase availability of data vital to patient care and operational efficiency.

Solutions at a glance

- [Dell EMC Data Domain](#)
- [Dell EMC Data Domain Boost](#)
- [Dell EMC Data Protection](#)
- [Dell EMC Data Protection for Backup and VMware](#)

Business results

- Data value drives better healthcare experience
- Harnesses data for streamlined operations
- Significantly faster backups of VMs
- Unified data protection strategy for virtual, physical and cloud environments

Decreased backup window of critical Epic database by up to

66%



30:1

data deduplication ratio



With 15 hospitals and 700 medical facilities serving 5 million patients, Novant Health, a not-for-profit integrated healthcare system, is reinventing healthcare technology to be simpler, more convenient and more affordable.

Essential to Novant Health's mission is reliable, fast access to high-value data across the enterprise. As Novant Health accumulated massive data assets and fragmented, legacy technologies, data backups were exceeding allotted timeframes and time to manage backups was growing. These challenges led Novant health to consolidate on a Dell EMC Data Protection infrastructure to simplify backup and recovery management.

James Kluttz, vice president and chief technology officer, Novant Health, explains, "We needed to modernize an infrastructure that had built up technology debt and complexity over the years. We embraced a holistic strategy with Dell EMC Data Protection to move the organization forward and keep pace with rapid change."

Today, Novant Health uses Dell EMC Data Protection software and Dell EMC Data Domain Boost to back up 30 petabytes of data, and 4,000 VMware virtual machines (VMs) as well as physical servers to Dell EMC Data Domain backup appliances across two data centers. Protected workloads include Epic electronic health records.

High business value

"A unified Dell EMC data protection infrastructure delivers high business value by reducing the cost of our backup tools and time spent managing backups," states Kluttz. "We freed resources from dealing with the day-to-day grind of backups to focus on value-added services that improve our clinical and business operations. We have much more confidence our data is backed up reliably and can be restored quickly."

With an anticipated data growth rate of 20–25 percent over the next three to five years, Kluttz is confident in Dell EMC's ability to scale and streamline backup operations. For example, Data Domain has provided a data deduplication ratio of 30:1.

Dell EMC Data Protection reduced time to back up a critical Epic database from 10-12 hours to 4-5 hours—up to a 66 percent improvement. Backups of VMs are also significantly faster.

Optimal data use equals success

Kluttz is acutely aware of data's value: "Data is extremely critical in healthcare, retail, banking or any other industry. In fact, organizations that don't leverage data to make business decisions will not exist in 5 to 10 years."

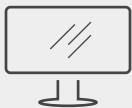
At Novant Health, data drives quality of patient care, efficiency and compliance with HIPAA and other regulations.

"Data is our crown jewel," says Kluttz. "It must be available 24x7 so we can make the best clinical decisions. We harness data to make decisions about streamlining operations, where to invest and our strategic direction."

Kluttz continues, "Dell Technologies is embedding its engineering teams with our engineering teams. That's phenomenal and unheard of with other partners. Dell Technologies is always at our table bringing new ideas and concepts that are core to business strategy."

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James Kluttz
Vice President and Chief Technology Officer
Novant Health



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