



## Success Stories

# NetApp saves Orion Health 50% of storage space, reduces storage management and improves efficiency



### CUSTOMER PROFILE

Orion Health, founded in 1993, is a leading global provider of clinical workflow and integration technology for the healthcare sector. Orion Health's clinical information software helps clinical staff and healthcare managers provide access to healthcare information and helps healthcare providers manage and coordinate patient care.

Orion Health is the largest privately owned software exporter in New Zealand, with eight international offices and customers in over 22 countries. It is ranked in the top 100 healthcare IT companies in the United States and has more than 300 employees across Asia Pacific, Europe, and North America. Some of its key customers include UCLA Hospital, U.S. Centres for Disease Control, New York State Department of Health, Auckland District Health Board, New Zealand Ministry of Health, and New South Wales Department of Health.

### THE CHALLENGE

Orion Health experienced rapid growth in storage requirements that resulted from the company's use of virtualization technology and applications; it ran out of space on a new 10TB storage area network after just eight months. This resulted in reduced efficiency, lower productivity, and slower access to customer information.

Because of the data storage space restrictions, IT staff members archived virtual machines multiple times per month, even though some of the data on those machines was still current. This meant that when the data on the archived machines was required, the IT team had to spend several hours per week shuffling storage in order to make the right data available while managing restricted storage space.

For example, when Orion Health works on an IT project for a customer, implementation consultants create a duplicate model of the customer's environment using VMware® tools. These models allow Orion Health's consultants to make customisations in the model, and, therefore, work out any issues for the customer before implementing the solution. Each of these models takes around 36GB of storage space, and Orion Health's consultants create several new models per week. Storage restrictions meant the company was challenged to keep these models on file for the full term of the customer relationship, and this meant that when a customer required upgrades and support, Orion Health consultants often had to take the time to seek the model from archived files or start the model from scratch. Orion Health realised that, to meet the future needs of its growing customer base, it needed to build on the existing IT infrastructure.

### KEY HIGHLIGHTS

**Industry**  
Healthcare IT

#### The challenge

Rapid growth in storage requirements created storage restrictions, reducing productivity and increasing management requirements. Orion Health needed to streamline operations to ease pressure on data storage and maximise results.

#### The solution

NetApp data deduplication across 350 virtual machines, NetApp FAS2020 storage system with Data ONTAP 7.3.

#### Benefits

- 50% storage space saving on VMware LUNs
- Reduced storage management/maintenance timer
- Increased productivity
- Greater storage efficiency

# “NetApp deduplication is saving us an average of 50% of space on our VMware LUNs.”

**Stuart Gilbert**  
Senior IS Engineer, Orion Health

As a result, the business also recognised that it needed to streamline its operations, because IT staff members were spending significant amounts of time managing storage issues, and consulting staff often waited for archives to be restored. With customers and consultants worldwide relying on systems based in New Zealand, it was critical that access to information was immediate and available 24x7.

## THE SOLUTION

Following a competitive bid, Orion Health engaged Lixel Systems and NetApp to implement a data deduplication solution across its 350 virtual machines to help ease the pressure on data storage. Lixel Systems implemented a NetApp® solution that included a NetApp FAS2020 storage system running 12 1TB SATA drives plus an add-on shelf that includes 14 more 1TB SATA drives. The system runs the NetApp Data ONTAP® 7.3 operating system. Deduplication is a fundamental component of the NetApp Data ONTAP operating architecture, and can be used broadly across many applications, including primary data, backup data, and archival data.

## THE BENEFITS

As a result of implementing the NetApp deduplication solution, Orion Health now uses half as much storage space than it did before and has gained greater efficiencies and improved productivity across the business. Stuart Gilbert, senior IS engineer for Orion Health, says, “NetApp deduplication is saving us an average of 50% of space on our VMware LUNs. Now that we have so much storage space available, IT staff members are spending much less time moving around data, which leaves them available to concentrate on more important tasks. Decreasing our storage maintenance time has saved the IT team around four hours per week, which we can dedicate to other business-critical projects, improving our productivity and ensuring that our customers receive the best possible service.”

He adds, “The new architecture means that consulting staff have plenty of space to store their customer models and can access information whenever they need it, quickly and easily, which is vital when you’re dealing with people’s health. This improves our ability to deliver upgrades and support to our staff and customers

right across the world and puts our business in a stronger position.”

Orion Health experienced zero downtime during the changeover, using VMware’s Storage VMotion™ to migrate live data off the old system onto the new one.

## NEXT STEPS

As demand requires it, Orion Health plans to add extra storage shelves and licenses for CIFS, so file-serving requirements can be moved to the NetApp environment.

## SOLUTION COMPONENTS

### NetApp products

Netapp High Availability  
NetApp FAS2020 systems  
NetApp deduplication technology

### Protocols

NetApp NAS (iSCSI)

### Environment

VMware  
Microsoft® Windows® 2003 and 2008  
Linux

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