

Leeds and York Partnership NHS Foundation Trust safeguards patient services and data



CLIENT PROFILE

INDUSTRY: Healthcare

COMPANY: Leeds and York Partnership NHS Foundation Trust. (LYPFT)

EMPLOYEES: 2,600

The Leeds and York Partnership NHS Foundation Trust provides specialist support for mental health conditions along with care for people with learning disabilities. Ensuring access to patient data and healthcare systems is key to providing responsive services especially in the community.

PROBLEM

As the trust rolls out new digital services, it needs to ensure it can protect a growing volume of data across a range of platforms both on-premises and in the cloud.

SOLUTION

Arcserve UDP protects around 20 terabytes of operational and clinical data across 20 physical and 70 virtual servers. Backup schedules and restore processes can be adapted to different business needs with deduplication reducing the impact on storage and network resources.

RESULTS

With Arcserve, the trust now has a comprehensive disaster recovery solution to safeguard the availability of patient data and continuity of healthcare services. The IT team has been able to free up time to focus on new initiatives.

THE PROBLEM **Evolving healthcare with digital systems**

The Leeds and York Partnership NHS Foundation Trust serves around 781,000 patients in the Leeds and York areas. Its 2,600 dedicated members of staff provide specialist support for a wide range of mental health conditions, along with supported living and inpatient care for people with a learning disability. It also provides specialist services across York, the Yorkshire and Humber region, and some highly specialised national services.



IT is critical to the trust achieving its overall ambition of supporting users and carers, and enabling staff and the communities it serves to lead healthy and fulfilling lives. Effective management and use of patient healthcare is key to delivering responsive and high-quality services, especially in the community.

The trust's Health Informatics Service is introducing a range of digital services to improve access to data. For example, the trust recently implemented a new remote service so that clinicians can work more effectively in ward areas and at third-party non-NHS locations.

Russell Hornshaw, Head of IT Service Delivery, Health Informatics Service at the Leeds and York Partnership NHS Foundation Trust, says: "We needed a data protection solution that could support our modernisation and digitalisation agenda, which includes deploying a new electronic patient record system, Windows 10, Azure and Office 365."

The new solution needed to be cost-effective but also scalable to support growing data volumes and future services – many of which will be delivered via the cloud.



We needed a protection solution that could support us as we modernise our systems.

– Russell Hornshaw, Head of IT Service Delivery



THE SOLUTION Meeting diverse data protection needs

The trust is a long-standing Arcserve customer, holding licences for a large number of individual servers. "When some of our licences came up for renewal, the Arcserve team ran a health check," states Russell. "They shared some additional best practice, which has helped us optimise our backup process."

As a result of the health check, the trust decided to increase its Arcserve footprint and switch to a single site-wide licence for its two Arcserve UDP instances: one installed at its primary data centre in Leeds and a second at its nearby disaster recovery site.

Arcserve currently protects around 20 terabytes of the trust's operational and clinical data across 20 physical and 70 virtual servers, including file, print and database servers. Arcserve also helps the trust protect patient information for clinical and electronic prescribing, employees' home and shared drives, along with the SharePoint intranet that holds the trust's procedural documentation and links to clinical reporting.

"Arcserve gives us the freedom to back up our different servers in different ways, without impacting the performance of the wider IT environment," says Russell. Operational servers are backed up throughout the day and night along with some support servers, but these happen less frequently and with fewer restore points. Clinical servers are backed up overnight.

For comprehensive recovery, the trust replicates backups to its disaster recovery site the same day, restoring to recovery servers that mirror its live systems. "Arcserve replication just works," adds Russell. "The deduplication capabilities mean we don't have to worry about network bandwidth or storage utilisation."

The freedom offered by Arcserve UDP extends to recovery, as Russell explains: "We can restore in different ways: virtual machines, data sets, individual files – whatever granularity we need. The service desk can also restore individual files in response to requests from users, which frees up the IT team's time."



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The Arcserve solution also improves efficiency in other ways. “The central console allows us to see all servers in one pane of glass,” reveals Russell. “It’s really easy to understand. And when we need to show auditors that we are complying with data protection requirements, we can produce the reports we need quickly and easily.”

THE RESULTS **Safeguarding data in a digital age**

With Arcserve UDP, the trust has a more robust and reliable backup solution. “In the event of an incident, all services can switch over to the disaster recovery servers,” comments Russell.

With Arcserve UDP, the Leeds and York Partnership NHS Foundation Trust can:

- SAFEGUARD CRITICAL PATIENT, CLINICAL AND OPERATIONAL DATA
- PROTECT THE AVAILABILITY OF CURRENT AND FUTURE SERVICES, WHETHER ON-PREMISE OR IN THE CLOUD
- FREE UP IT DEPARTMENT RESOURCE TO FOCUS ON MODERNISATION INITIATIVES THAT IMPROVE PATIENT EXPERIENCE AND EFFICIENCY.

“Arcserve does what it says on the tin, and it will continue to give us peace of mind as we move more of our services into the cloud. With robust data protection and disaster recovery, we can safeguard the quality of healthcare services and the availability of patient data,” concludes Russell.



For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)