

Leading healthcare provider

IBM Unstructured Data Identification and Management provides leading health care provider with the right prescription for managing terabytes of information

Overview

The need

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

The solution

IBM® Unstructured Data Identification and Management Intelligent Information Management solution enables organizations to efficiently manage and store very large amounts of information in a cost-effective, flexible and compliant manner.

The benefits

- Faster, more flexible management of large amounts of unstructured data
 - Focused support for automating HIPAA and corporate policies
 - Provided more efficient, cost-effective storage management
 - Improved scalability across diverse technology environments
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The business need

A huge and rapidly growing volume of patient records, emails, reports, prescriptions, insurance documents and other information – that is 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.



Solution components:

- IBM® Unstructured Data Identification and Management
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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.

IBM Unstructured Data Identification and Management was selected, in part, because it fully supports Novell protocol on file servers and Novell Directory Services (NDS). Because of its robust query capabilities and exceptional search analytics, IBM Unstructured Data Management was able to meet the customer's required information management goals more quickly and effectively. Additional HIPAA compliance benefits have also been realized through this single solution.

The solution

The health care customer needed to migrate from one server to another, moving from Novell to Microsoft Windows. In addition, they wanted to make sure that they had migrated employee's email, including attachments. They needed to know how many emails were in the system, how many were archived and how many attachments were connected to these emails. IBM was able to provide them with the information they needed to help ensure a successful migration.

In addition, the customer used IBM Unstructured Data Identification and Management queries with full text indexing to support HIPAA requirements for privacy. The customer was able to use IBM's built-in support for natural language searches to identify which files needed to be kept on protected servers. The searches were greatly accelerated using hash algorithms to support more efficient, incremental searches taking just a few hours to perform an incremental harvest.

IBM Unstructured Data Identification and Management also provided an intuitive user interface for converting queries to classifications, as well as support for drafting and testing classifications before implementation. IBM Unstructured Data Identification and Management health care classifications are pre-configured and out-of-the box. This enabled the customer to get up and running more quickly, and with continued automation, which saved the customer ongoing time and effort.

Data topology mapping with IBM Unstructured Data Identification and Management ended up being a valuable benefit. Originally designed to meet eDiscovery needs, data topology maps gave this health care provider an effective way to show where active information resides, such as network services, email servers, storage systems and PCs. The data topology maps gave the customer a very good overview of storage by each department, group and even user.

The results

Utilizing IBM Unstructured Data Identification and Management, the customer was able to reduce risk associated with data privacy and implement more efficient data storage. Using automated file management capabilities within this single solution, the customer was able to copy and move files very easily or use IBM Unstructured Data Identification and Management's scheduling capabilities to copy files and then move them to another protected location, saving a significant amount of time.

IBM Unstructured Data Identification and Management was able to provide this healthcare customer with an increased level of intelligence into their file management strategy that they did not have before. The customer gained extensive visibility into their data, confidence that their patient-related records and communications were protected and compliant.

Why IBM?

Software and solutions are helping to build a smarter planet, giving organizations more opportunities to realize their potential and break new ground. To achieve such goals, businesses need solutions that are fueled by expertise, built for today's dynamic environment and designed to deliver tangible business results. IBM Information Lifecycle Governance Solutions can help. The robust ILG portfolio is designed to enable businesses to apply industry leading governance practices to both structured and unstructured content for retention, optimize business processes, maximize IT infrastructure and address complex compliance requirements. The deep ILG capabilities support an information economics agenda – the IBM approach to managing information as a strategic asset through better business alignment and coordination across internal stakeholder groups.

About IBM Information Lifecycle Governance Solutions

IBM's Information Lifecycle Governance (ILG) solutions help organizations improve their information economics by lowering information costs and risks while maximizing data value. IBM is one of the only providers of ILG solutions for Defensible Disposal, including holistically integrated solutions for efficient, rigorous eDiscovery, value-based retention and archiving, and governance and disposal enablement. These solutions are designed to enable legal, IT, records, and business users to reduce legal risk, data management and discovery costs. IBM ILG customers manage enterprise information by its business value; can comply more efficiently with litigation and regulatory duties, and dispose of information that has no value or duty.

For more information

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