



Bay Cove
Human Services

www.baycove.org

Bay Cove Human Services Improves Treatment Programs with EqualLogic PS Series Array

Company:

Non-profit organization promoting human potential

Industry:

Healthcare

Platform:

Microsoft® Windows®

Challenges:

Capacity growth straining servers with DAS

Backup difficult for different applications

Tape restores lengthy and difficult

Applications:

Microsoft® Great Plains®, Raiser's Edge (fundraising), SQL Server, Microsoft IIS, ColdFusion, Management Plus (housing management database)

Solution:

PS Series SAN eliminates DAS, lengthens server life

Snapshot capability speeds and simplifies backup and restore

Enables disaster recovery with remote replication

For non-profit organizations, new technology can have a tremendous impact. In 2004, EqualLogic donated a PS100E to Bay Cove Human Services.

Bay Cove has been helping children and adults since 1974, delivering specialized residential, day, outpatient, and educational services related to mental illness, drug and alcohol dependency, and developmental disabilities. Today Bay Cove employs more than 750 staff and provides treatment and support to more than 6,100 individuals and families each year, at more than 80 program sites and homes. The donation, facilitated by the Entrepreneurs Foundation of New England, has made a remarkable difference in Bay Cove's information management capabilities, enabling them to better serve clients in the Boston Area.

Data Needs

Information has become a key component of human services programs. Bay Cove uses electronic data to ensure that their programs are successful, cost effective, and most important, delivering the right services to the right people. In addition, government funded programs must be able to demonstrate that money is being spent in approved ways, and that funded programs are producing the desired results. With Bay Cove's \$43 million annual budget and 80-plus programs, the only efficient way to report this kind of information is electronically.

As a result, Bay Cove made a serious commitment to technology in the mid 1990s. They can now respond more accurately and quickly to new reporting demands from state funding sources, giving Bay Cove a strategic edge as a provider. Comments President Stan Connors, "Technology has been an important part of our strategic business plan, and the money we've invested has paid us back ten-fold."

IT Environment

As a state-funded non-profit, Bay Cove needed to keep costs down when building its IT infrastructure. They implemented a Microsoft® Windows® environment, beginning with 100 standalone PCs and one print server. Today, that environment has grown to 400-plus shared PCs, 30 servers, an Ethernet backbone, and a wide area network with T1 lines connecting the headquarter's data center with five remote sites.

Application and file servers populate the data center, with remote servers doing authentication and file serving. Hilary Croach, director of information services, prefers to keep his critical applications on standalone servers. Their key applications include Microsoft® Great Plains® Dynamics accounting package and Raiser's Edge fundraising software. Their Web site is driven from a SQL Server database; they host it themselves using Microsoft® IIS, with ColdFusion for the application server. Other applications include email, billing, and a housing management database. In addition, a file server containing 100 gigabytes of Microsoft® Word® documents, Excel® spreadsheets, and other files.

SAN Visions

Croach was tired of replacing servers as they outgrew his direct attached storage (DAS) capacity. "It's not the box's problem that it needs more disk space – so we were faced with continually replacing a perfectly good machine just to get more disk capacity," recalls Croach. "It seemed crazy to me – the concept of getting the storage away from the servers made much more sense."

"It's just the elegance of the technology – I'm impressed every time I use it. We can do so much more than ever before. Anything that we want to store and replicate is going on the SAN."

– Bay Cove's Network Engineer,
Bob Munson

The opportunity to implement a storage area network (SAN) could offer Bay Cove other advantages over their DAS model as well. Adds Croach, "All of our boxes were standalone. That made backing up a challenge, since there were different paradigms for database backup, flat file backup, and then archiving."

EqualLogic to the Rescue

With a seven-figure Fibre Channel system out of the question, Croach had little hope for a Bay Cove SAN –

until he was approached to apply for a donation from EqualLogic. Now, with the PS array on site, he has more options. "We want to get everything on the PS array. This will allow us a single point of backup and better disaster recovery. Instead of doing things piecemeal, we can really make the technology leap we want. For a non-profit, this is a dream come true."

Today, Bay Cove operates at a higher technology level. They use snapshot capability for information protection and fast restores. "I sit at my desk and do restores," said Bob Munson, network engineer. "I don't have to worry about going to find the right tape someplace." Accidentally deleted files are easy to get back, and servers can be rack mounted now that disk capacity is not tied to each box. "It's just the elegance of the technology – I'm impressed every time I use it," comments Munson. "We can do so much more than ever before. Anything that we want to store and replicate is going on the SAN. Once we have all our databases on the PS array and can replicate to a remote site, we'll be protected. Should a disaster occur, we'll be able to get key applications like accounting and payroll up and running again right way." The PS array has dramatically improved Bay Cove's backup capability as well. Remarks Munson, "Now I can backup using snapshots during the day, instead of wondering if the tape autoloader might stop at 3:00 a.m. halfway through the job."

Simplifying Networked Storage

EqualLogic PS Series solutions deliver the benefits of storage consolidation in an intelligent, enterprise-class storage system that is easy to install, manage and grow. Visit our web site at www.equallogic.com and let us show you what *simplifying networked storage* can mean for your business.

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