

## LifeGift Organ Donation Center

Saving Thousands of Lives a Year Aided By Data and System Protection from Symantec and Consulting Services by CompuCom Systems

In a disaster, LifeGift can turn a tragedy into a life-saving opportunity through the gift of organ donation—but only if the organization can stay resilient and operational. Symantec Platinum Partner CompuCom Systems used Symantec data and system protection solutions to improve LifeGift's key recovery metrics by more than 90 percent—and reduce staff time involved—while saving \$140,000 over an alternative disaster recovery plan LifeGift had considered.

### Organization Profile

For 20 years, LifeGift Organ Donation Center ([www.lifegift.org](http://www.lifegift.org)), based in Houston, Texas, has been saving and enhancing the lives of thousands of individuals needing organ and tissue transplants. With a staff of 100, LifeGift serves nearly 9 million Texans in 109 Texas counties.

### Industry

Healthcare

### Solution

Data and System Protection

### Organs make the difference

As you read this, 92,000 people in America await a phone call that could keep them alive.

It will tell them that their failing heart, or kidney or liver or eyes—among the 12 types of organs or tissues that can be shared—will be replaced in the next few hours because a donor organ or tissue is available to them.

One or two people from the list may get the call while you're reading this. By midnight, about 74 people will have received the transplant they need. But 18 more will have died because no transplant could be found in time.<sup>1</sup>

LifeGift Organ Donation Center is working tirelessly to place those organs and tissues and increase the opportunities for people to get a second chance at life. It's one of 58 organ procurement organizations licensed by the federal government to serve a specific geographic area.

In LifeGift's case, that area is 109 counties in Texas, encompassing 8.6 million people and the cities of Houston, Fort Worth, Lubbock and Amarillo.

LifeGift's focus is simple: offer families who have lost a loved one the opportunity to take something positive out of death and give others a second chance. The recipients are drawn from a waiting list maintained by the United Network for Organ Sharing, a nonprofit organization commissioned by Congress to supervise organ distribution and allocation in the United States. LifeGift also coordinates transportation of the organs.

### Multiplying the difference made

A single organ and tissue donor can benefit up to 80 lives. In 2005 alone, 229 donors provided 791 organs for individuals needing life-saving organ transplants in the LifeGift service area.

**“In LifeGift's former disaster recovery plan, the recovery time objective (RTO) to switch the four key servers from the primary site in Houston to the satellite office in Ft. Worth was one day. With the new CompuCom/Symantec solution, they're switched and running in 26 minutes, a 98 percent improvement.”**

### Charley Ballmer

Solutions Architect  
CompuCom Systems



LifeGift's disaster recovery solution is so cost-efficient that CompuCom has been asked to share its details with 57 other organ procurement organizations.

One such recipient was a 14-year-old boy from Austin, Texas, who received a historic transplant in January 2004. Suffering from severe cystic fibrosis, he couldn't even laugh without risk of a collapsed lung.

But thanks to LifeGift and the surgeons at Texas Children's Hospital in Houston, the teen is now looking forward to a bright future following a double lung and liver transplant. "My transplant did not just save my life but gave me a quality of life I never thought I would ever have," he writes in the 2005 LifeGift Annual Report. "I am now back in school, I can sleep an entire night, and I can laugh. These are all things most people take for granted. Not me!"

**Information saves organs**

But before a life can be saved, LifeGift has to gather and manage as many as

30 pages of medical information per organ. "When a patient receives an organ, his or her immune system is purposely suppressed so the body won't reject it," says Samuel M. Holtzman III, president and chief executive officer of LifeGift Organ Donation Center. "Any disease in that organ can kill the recipient."

To ensure that no potentially harmful issues are overlooked, LifeGift must be diligent. "We have to document hundreds of medical items: lab test results, X-rays, perhaps cardiac tests, biopsies or invasive lung examinations," explains Holtzman.

Information has to be gathered and shared quickly, because time is short. Within hours, organs become unusable. "Because so many people are waiting," Holtzman adds, "an organ lost is a life lost." Almost nowhere else is data and system protection more a matter of life and death.

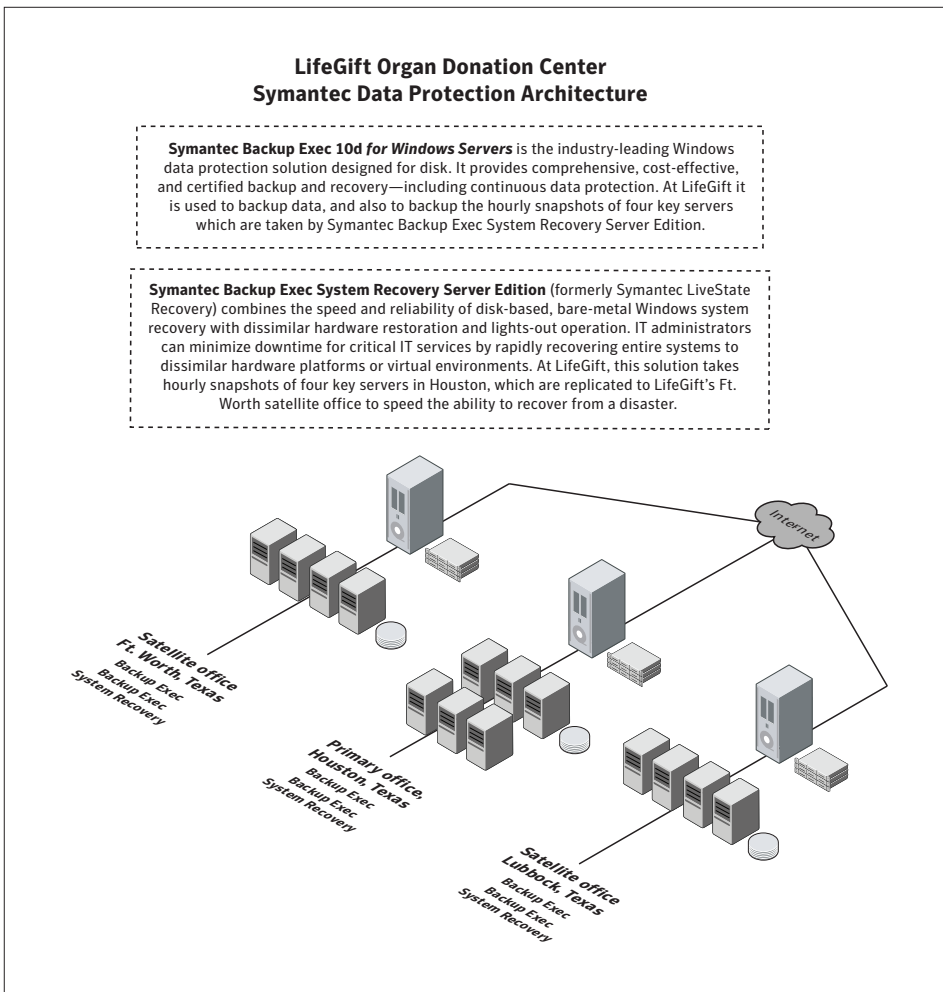
**Lives are threatened**

In late August 2005, LifeGift's data was threatened when Hurricane Katrina looked as if it would strike Houston. As we know, it veered towards New Orleans instead. Weeks later, Hurricane Rita also threatened the Texas Gulf Coast—and shut down LifeGift's network.

"Many organizations can afford to go down for a couple hours," Holtzman says. "But for us, that means someone's going to die."

In October, 2005, Holtzman heard from a colleague that CompuCom, a Symantec Platinum Partner, had done an excellent job of disaster recovery planning and implementation at a nearby hospital. Holtzman hired CompuCom to review LifeGift's disaster preparedness plans.

"We saw that major improvements were possible," says Charley Ballmer,



solutions architect at CompuCom Systems. LifeGift liked CompuCom's recommendations and began implementing them in January, 2006.

### Steps to faster recovery

“We upgraded LifeGift from Symantec Backup Exec™ 9 to Symantec Backup Exec 10d,” Ballmer says. “We consolidated eight servers in LifeGift's Houston headquarters into six, and sent the extra equipment to its Ft. Worth office to serve as standby equipment.”

CompuCom determined that four LifeGift servers in Houston needed to be recoverable within a matter of hours: the Microsoft Exchange-based server, the file server, the Microsoft SQL server, and a server that runs a LifeGift in-house application.

“We added Symantec Backup Exec System Recovery to take Recovery Points every hour of these servers,” Ballmer says. “These Recovery Points are then backed up to tape by Symantec Backup Exec 10d for safekeeping.”

CompuCom then replicated the Houston office's Backup Exec 10d and Backup Exec System Recovery files every hour over IP to the organization's Ft. Worth satellite office, so the files are ready to use if needed. No tapes need to be shipped.

### Returning to life faster

The benefits are substantial. “In LifeGift's former disaster recovery plan, the recovery time objective (RTO) to switch the four key servers from the primary site in Houston to the satellite office in Ft. Worth was one day,” Ballmer says. “With the new CompuCom/Symantec solution, they're switched and running in 26 minutes, a 98 percent improvement.

“The recovery point objective (RPO) used to be 48 hours. Now it's one hour, reduced by 97 percent.”

## SOLUTION AT A GLANCE

### Business Drivers

- Ensure business continuity and enhanced data protection in case of disaster
- Minimize IT overhead

### Technology Challenges

- Establish disaster recovery plan and capability
- Reduce recovery point objective (RPO) and recovery time objective (RTO)
- Reduce complexity and enhance reliability of data protection
- Streamline IT administration

### Solution

- Comprehensive Symantec data and system protection solutions to improve disaster recovery

### Symantec Products

- Symantec Backup Exec™ 10d
- Symantec Backup Exec System Recovery

### Technology Environment

- Applications: Microsoft Exchange, custom medical records application
- Databases: Microsoft SQL
- Server Platform: HP ProLiant DL380G4 and DL360G4 servers running Microsoft Windows Server 2003 R2
- Storage: HP StorageWorks MSA 1000
- Tape Library: HP StorageWorks MSL6020

### Symantec Services

- Symantec Technical Support

### Symantec Platinum Partner

- CompuCom Systems ([www.compucom.com](http://www.compucom.com))

It's especially critical, in the event of a disaster, that LifeGift recover and get back to business quickly, Ballmer points out. Only LifeGift can turn tragic deaths in the area into opportunities for others to live.

### Making data safer

In addition to making LifeGift more resilient to disaster, CompuCom has enhanced its overall level of data protection. It upgraded all three offices (Houston, Ft. Worth, and Lubbock) from Backup Exec 9 to Backup Exec 10d. And as soon as users are trained, CompuCom plans to turn on the continuous data protection feature of

**“CompuCom brought a level of expertise that is really quite incomparable to anything else I've seen. It certainly is light years ahead of our previous system.”**

**Samuel M. Holtzman III**

President and CEO

LifeGift Organ Donation Center

## BUSINESS VALUE AND TECHNICAL BENEFITS

### Availability/Disaster Preparedness

- New capability to quickly switch over four key functions to remote site in disaster
- 98% reduction in recovery time objective (RTO) from 24 hours to 26 minutes
- 97% reduction in recovery point objective (RPO) from 48 hours to one hour
- Increased backup reliability due to automated replication of data and automated reporting

### Operational Efficiency/Savings

- \$140,000 initial savings and \$60,000 annual savings over alternate DR plan previously considered
- 92% reduction in daily backup administrative time using automated reporting capabilities

Backup Exec 10d. This enables end users to immediately and securely restore their own server data without any help from IT by using Backup Exec Retrieve, the industry's first web-based file recovery solution.

The offices also use Backup Exec 10d for a disk-to-disk-to-tape backup process, running data to tape nightly in a grandfather-father-son tape rotation.

At Ft. Worth and Lubbock, copies of the backup-to-disk files are replicated to Houston over IP, besides being run to tape, creating a secondary set of backup data that further enhances continuity.

### Reducing administration time

CompuCom took advantage of other Symantec features to design a backup process that is almost completely hands-off.

“We have other partners in the data protection category,” Ballmer says, “but Symantec technology is a favorite of ours because it enables an extra degree of automation. For instance, it would take about an hour a day of detailed checking in multiple places to ensure

the different kinds of backup jobs at LifeGift were successful.”

“However, now we're able to integrate Symantec Backup Exec and Backup Exec System Recovery reports so that they become events in the Windows event log of Microsoft Operations Manager [MOM].

“The result is an easy-to-read summary of all key backup job details, automatically dispatched by email. It takes just five minutes a day to scan. And it saves an hour of checking multiple events occurring throughout the day.

“If any backup job goes wrong, an email is immediately dispatched. At this point, the system is almost completely hands off.”

### The ultimate compliment

CompuCom's disaster recovery and data protection plan saves money as well as time. It enabled LifeGift to avoid spending \$140,000 in first-year costs on an initial disaster recovery plan previously being considered by LifeGift. The plan would have spent \$80,000 to buy four new standby servers for Ft.

**“CompuCom and Symantec have enabled us to not only save more lives but also preserve our ability to save lives in cases of extreme emergencies.”**

**Samuel M. Holtzman III**

President and CEO

LifeGift Organ Donation Center

Worth, with an additional \$60,000 in salary plus benefits for a new IT staffer to administer them.

Pleased with its new data and system protection capabilities, LifeGift paid CompuCom the ultimate compliment by outsourcing all its IT functions to them.

“CompuCom brought a level of expertise that is really quite incomparable to anything else I've seen,” Holtzman says. “It certainly is light years ahead of our previous system. CompuCom and Symantec have enabled us to not only save more lives but also preserve our ability to save lives in cases of extreme emergencies. Is there a way to calculate time to payback? I don't know how you put a value on a life. It is priceless.”

Because of the efficiency of the LifeGift/Symantec solution, CompuCom has been asked by the United Network for Organ Sharing to share solution details with the nation's 57 other organ procurement organizations.

Meanwhile sometime soon, among a waiting list of 92,000 people, a telephone will ring. ■

<sup>1</sup> For these and other statistics and information about organ donation, see [organdonor.gov](http://organdonor.gov)