

Effective archiving is a vital component of the corporate IT strategy for Staffordshire Ambulance Service, United Kingdom

Snapshot

The Customer

Staffordshire Ambulance Service

The Environment

50 Servers
500 Desktops
500 Telephones
500 Defibrillators
1,000 Pagers
1,000 SatNav Terminals
1,000+ Toximeters
1,000+ employees

The Problem

Storage and retrieval of data on optical media
Access and Security of data on optical media
Improved ITIL compliance

The Solution

Digistore Solutions' Centurion DiscHub™
MediaTRACKER Software Development Kit

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Background

The Staffordshire Ambulance Service (SAS), located in The Midlands, United Kingdom, utilises a fleet of 96 ambulances and 30 paramedic vehicles which are used throughout the community. There are over 1000 employees across the entire SAS team.

Each of the vehicles in the SAS fleet is directed to specific sites via a system called 'Visicad', which provides geographic information to ensure ambulance and paramedic crews take the quickest, safest route to attend to patients.

The SAS also utilises a number of internally developed software systems to manage internal and external processes. For instance, when a vehicle is directed to a specific location to attend to a patient, a system developed by the SAS records the location, date and time, generating a report for the attending staff to complete, logging full details of the job into the system for reference.

Technology Environment

The organisation manages over 50 servers and 500 PCs, in addition to a number of different mobile devices, including over 500 mobile phones, 1000 pagers, 500+ defibrillators, 1000+ in car sat nav terminals and 1000+ toximeters) that are utilised by staff in the field.

The Problem

Prior to installing a number of Digistore Solutions' products, the organisation's library of discs - comprising standard operating system programs, backup data, proprietary software and backups of internally developed programs - were housed in a centrally located filing cabinet where they could be accessed by IT staff.

This storage of the discs in the cabinet proved to be problematic, as over time, discs went missing, software licence details were lost and empty cases were located in the cabinet but the discs were gone. In addition, the fact that there was no record of each of the discs and their contents meant that searching for data or software files was time consuming.

Additionally, the SAS IT team is also regularly required to update, image, restore and correct PCs. However, as the SAS uses specialist software that is only available directly from the manufacturer, if the software was misplaced, it would take weeks to source new software for installation. This then rendered computers requiring a rebuild useless until the new software was received.

The Client's Objective

In accordance with ITIL (Information Technology Infrastructure Library), the Staffordshire Ambulance Service's IT team wanted to create a complete software library which housed standard operating system / 'ghost' backups for all computers, backups of proprietary software and specialist system software.

The system needed to be readily accessible, with all discs able to be both easily indexed and searched.

Digistore Solutions' products provide an excellent balance of ease-of-use and affordability and can handle all our archive needs as we continue to grow. Thanks for a fantastic product!"

Christopher Peat

IT Technician and Applications Developer

Staffordshire Ambulance Service



The Solution

After assessing other possible solutions, Chris Peat, IT Technician and Applications Developer at the Staffordshire Ambulance Service concluded that a combination of Digistore Solutions' DiscHub and Centurion CD Carousels would provide them with the infrastructure to create an accessible, searchable archive system.

Using Digistore's Software Development Kit (SDK), the SAS IT team was also able to add over 20 new fields to the organisation's database, enabling the capture of software serial numbers and other important references and information. Six DiscHub units now store 600 discs, ranging from proprietary software, operating systems, disc images and versions of SAS' own unique software.

The SAS IT Technician also modified the SDK to create network access to each of the DiscHubs located across the organisation. As a result, IT staff can access any of the 600 discs stored in the DiscHubs via VPN, enabling them to quickly and easily access information from virtually anywhere in order to perform their jobs.

The IT team has also achieved its ITIL goal and has a system that is complete and easily updated using descriptive names and version numbers.

Of their implementation of Digistore Solutions' products, Chris Peat said, "We have been using Digistore's Centurion CD Carousels and DiscHubs for over a year and have found them to be the most cost effective, reliable and scalable solution for our disc library needs.

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(Christopher Peat, IT Technician & Applications Developer, Staffordshire Ambulance Service)

About Digistore Solutions

Digistore Solutions (S) Pte. Ltd., headquartered in Singapore with its US headquarters in Wilmington, DE, delivers worldwide enterprise-class storage solutions and services that keep business-critical information and applications accessible. The company delivers the advantages of business continuity through automation with information protection, application availability and storage management solutions. Digistore Solutions is an emerging market leader in data storage and is already providing solutions to a wide range of business and market segments. Services range from the commencement of a customer's planning process through to successful implementation. US operations focus on both direct sales and aggressive channel availability.

Digistore Solutions - *Powering Information Access*

For more information concerning the Centurion DiscHub, please contact Digistore Solutions or visit the web site at www.digistoresolutions.com.

- ▶ The Centurion DiscHub holds up to one hundred Cd's and \ or DVD's.
- ▶ It is able to read and write to optical discs and catalogue the files and folders.
- ▶ You can use the search tools to quickly locate files within the catalogue
- ▶ Connection to a PC or Server is through USB 2.0.
- ▶ The Centurion DiscHub can be stacked up to 5 high, to add more capacity.
- ▶ Other software is available for Backup, Archive, Media Publishing and more.
- ▶ Watch out for new software releases that deliver even more functional and effective solutions.