



High-Tech Medical Research Facility Protects Local E-mail Inboxes; Provides Full Laptop Protection for VIPs



Problem

St. Jude Medical needs to protect e-mail from data loss but must continue to make use of local storage.

Goal

- Provide up to the moment Outlook inbox protection
- Preserve current headcount levels in IT
- Provide VIP-class system protection for upper management
- Avoid productivity disruptions

Results

- Continuous protection of 300 local inboxes
- Full system protection for 50 VIPs (executives)
- No disruptions in e-mail service or lost messages

“Live Backup was the only product that provided the level of Microsoft Outlook protection that we were looking for.”

Steve Smith
IT Manager
St. Jude Medical Cardiac Rhythm Management Division
Sunnyvale Campus

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Organization

St. Jude Medical, Inc. (NYSE:STJ) is a \$2.3 billion global cardiovascular device company with headquarters in St. Paul, Minnesota. The company sells products in more than 130 countries and has over 20 operations and manufacturing facilities worldwide.

St. Jude Medical’s Cardiac Rhythm Management office in Sunnyvale, California is a center for important research and development for the company. At the Sunnyvale campus, St. Jude develops and tests cardiac rhythm management devices including Affinity™, Verity™ and Integrity™ Pacemakers, Atlas® ICDs, and many defibrillation and pacemaker leads. These devices represent the leading edge in treatment for a wide variety of cardiac conditions including atrial and ventricular fibrillation, and various arrhythmias including supraventricular and ventricular tachycardia, bradyarrhythmia and tachyarrhythmia, and mitral valve prolapse.

The Challenge

The Cardiac Rhythm Management office is home to 350 researchers, engineers, directors and executives. Communication and collaboration is crucial at St. Jude Medical, so all personnel make heavy use of e-mail. The volume of e-mail makes it impossible to rely on server-side message stores; as a result, St. Jude Medical personnel keep local Microsoft Outlook inboxes (PSTs). Shifting the storage burden from a central server to distributed storage successfully mitigated management costs associated with e-mail servers, but created a hole in data protection strategies by moving critical data outside of the data protection umbrella afforded by server backup.

St. Jude Medical researched several client backup solutions before making their decision. Because of their particular interest in e-mail, they needed a solution that could effectively back up PSTs. This challenged the capabilities of most desktop backup

applications, which were unable to back up the PST while Outlook was open. Again, St. Jude’s reliance on e-mail became the critical factor. IT personnel recognized that typical users kept Outlook open virtually all the time; this prevented scheduled backups from taking place.

Characteristics of St. Jude’s Environment:

- Hewlett-Packard DL380 2x
Xeon 1GHz 2GB RAM
- 600GB SCSI RAID 5 disk space
- Windows Server 2003 and SQL
2000 Enterprise Edition

The Solution

St. Jude Medical chose Atempo Live Backup™ based on its unmatched ability to provide backups of Outlook inboxes even with Outlook open on the machine. Live Backup was deployed to 350 PCs located at the Cardiac Rhythm Management office. St. Jude’s IT staff chose to provide full system protection for 50 “VIP” users—managers, directors and executives—and the deployment has been so successful that St. Jude plans to provide full system protection to all Cardiac Rhythm Management offices in 2006.

Results

Today, St. Jude Medical provides backups for 350 local inboxes as well as full system backups for 50 of the VIP PCs. Full rollout of Live Backup took approximately one month, and Steve Smith, IT manager for the Sunnyvale campus of St. Jude Medical, noted that “Live Backup’s transparency to end-users was a critical factor in the success of our client backup rollout.”

Smith attributes the ongoing success and planned further proliferation of Live Backup to the product’s reliability and “lights-out” nature. “I just don’t have to think about it; I know that the backups are happening automatically and that even the most recent e-mail is protected.”