

# Case Study: Health Care

UM SPECIALIST CENTRE



## University Malaya Specialist Centre

### Solution Summary

#### At A Glance

**Organization:**

University Malaya Specialist Centre (UMSC)

**Partner:**

iZetta Solutions Sdn Bhd

**Location:**

Malaysia

**Industry:**

Health Care

**Project Overview:**

UMSC deployed PROMISE FileCruiser as a cost efficient means of managing and backing up medical data produced in a satellite clinic over a VPN

#### The PROMISE Solution

- FileCruiser VA2600, an all-in-one, on-premise Enterprise File Synchronization and Sharing (EFSS) solution

#### Benefits

- Cost efficient means of retaining and backing up medical data produced at a satellite facility
- Dropbox-like service for easy file sharing
- Supports Windows Active Directory
- Proven to be reliable and stable and has lived up to performance expectations
- Improves efficiency and productivity of the UMSC IT team

### FileCruiser Delivers Private Cloud Storage Service to Leading Health Care Provider



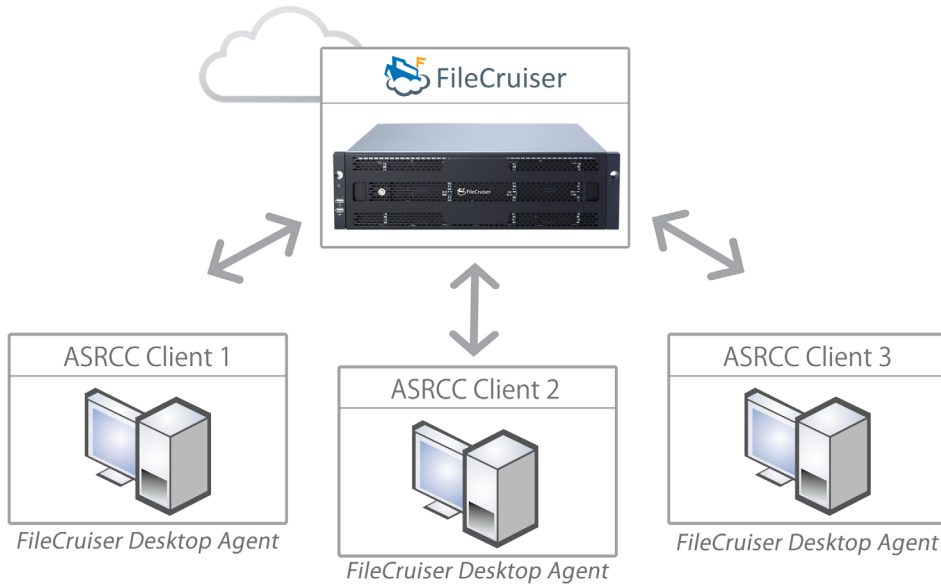
*A look at the main facility of the University Malaya Specialist Centre in Malaysia*

#### Leading Malaysian Health Care Provider

The University Malaya Specialist Centre (UMSC) is a private healthcare provider in Malaysia wholly owned by the University of Malaya (UM), the country's oldest and premiere university. UMSC is part of the UM Healthcare System which focuses on education and research results, delivering care almost exclusively in the specialist tertiary to quaternary space. UMSC started 12 years ago as a private wing to retain talent in the public institution but soon grew into a full-fledged hospital addressing the private demand for specialist care. Today UMSC operates a limited 100 bed facility but its embarking on building the largest private healthcare facility in the country which will scale up to almost 800 beds.

The UMSC facility is spread out amongst several different buildings over a large area. One of the buildings, located two kilometers away from the main facility, is the new ASEAN Sleep Research Competence Centre (ASRCC). The ASRCC is a specialty research center focusing on driving awareness and early diagnosis of sleep disorders through its full range of solutions, addressing the most common of sleep disorders, Obstructive Sleep Apnea, which is also closely linked to other fatal diseases.

With a massive amount of data generated at ASRCC, including videos observing sleep patterns and general patient information, UMSC needed a solution that would allow them to conveniently backup and manage data from this remote facility. The solution needed to be able to protect sensitive patient data in



*FileCruiser offered UMSC the ideal solution for retaining and backing up medical data produced at the satellite ASRCC facility*



## Learn More About:

### FileCruiser

- Simple, secure sharing from anywhere
- Ton of collaboration tools that help create a super-efficient shared workspace
- Convenient and secure ways to share data internally and externally with Access Control and Trace
- Stream videos or music on any client device without having to download the entire file
- Enterprise level data security
- Flexible deployment options meet the needs of hundreds to thousands of users
- IT administrators can monitor the system status, user behavior and export the log as a report.

Learn more:

[www.promise.com/en/FileCruiser](http://www.promise.com/en/FileCruiser)

***“We decided to deploy FileCruiser because it is a cost efficient means of retaining and backing up medical data produced in a satellite clinic over a VPN.”***

addition to improve the efficiency and convenience of the UMSC IT team and executives. Critically important was that the solution needed to be cost effective.

### Private Cloud Storage Service

UMSC turned to PROMISE FileCruiser, an all-in-one, on-premise Enterprise File Synchronization and Sharing (EFSS) solution which allows businesses to build their own secure, scalable private cloud storage service. In contrast to public FSS services, FileCruiser is deployed on-premise - all hardware and data is located in the users’ physical location. Users can manage the entire system, including hardware and software configuration, eliminating the security concerns of confidential data in public services.

“The modern increasingly digitized healthcare provider has an ever growing need for storage. From medical records, to data produced by operational teams and managers to digital output from medical devices,” said Leon Jackson, CIO, UMSC. “The provider, therefore, has to develop a strategy that includes high performance storage where needed, cost effective online stores, near line and archiving and backing up of remote sources of data so that availability and performance is never compromised but costs are kept as efficient as possible. We decided to deploy FileCruiser because it is a cost efficient means of retaining and backing up medical data produced in a satellite clinic over a VPN.”

FileCruiser offered UMSC the most attractive solution with the lowest total cost of ownership based on price per TB on RAID parity combined with outstanding I/O and performance of the FileCruiser system.

### The Benefits of FileCruiser

There is a lot of exciting and important patient research carried out at ASRCC and this data had to be backed up to ensure it was not lost. UMSC had previously sent one of the IT team members to the ASRCC site with an external hard drive every two days to copy the data which they would then bring to the main facility so it could be backed up. This was very inefficient - plus external hard drives can get lost or damaged. With FileCruiser,



*The ASEAN Sleep Research Competence Centre at the University Malaya Specialist Centre drives awareness and early diagnosis of sleep disorders*

## Learn More About:

### UMSC

#### Vision

At UMSC, it is their calling to strive to make their mark in society and become the healthcare provider of today, dedicated to “Healing Mankind” through innate human altruism.

#### Mission

To excel and contribute to society in delivering health related products and services within the spectrum of Care, Research and Education.

#### Values & Virtues

COMPASSION

COLLABORATION

CONTINUOUS EXCELLENCE

Learn more: [www.umsc.my](http://www.umsc.my)

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***“FileCruiser has proven to be reliable and stable and has lived up to expectations,” said Jackson. “Even when accessing FileCruiser through VPN, the performance has been excellent.”***

UMSC can easily schedule regular backups of the critical data instead of sending employees every few days to the remote site with external drives. It keeps the UMSC IT team in control and also saves time and effort.

The UMSC IT team is developing additional models for implementing FileCruiser into the facility’s daily operations, including as a Dropbox-like service. First being rolled out with UMSC executives, FileCruiser intelligently syncs files across all of a user’s devices (with an app for both iOS and Android); gives anytime, anywhere data access and offers FTP replacement for file sharing, team collaboration tools and email attachment integration.

Having previously used a fileserver, UMSC loves the extra security features that come with FileCruiser. The management team can set permissions and controls to ensure private data remains confidential. As a private on-premise cloud solution, FileCruiser is more secure than public clouds and provides more flexibility for permissions and controls than file servers. UMSC is currently training and educating more users and will look to expand the scope of the FileCruiser project in the future.

FileCruiser supports Windows® Active Directory (AD) which enables the UMSC IT team to use its existing AD services for identity management and user authentication. This means users can access FileCruiser with the same password already set up for them through UMSC. This simplifies the log in process for the user and makes it easier to deploy and roll out to new users.

UMSC epitomizes ‘Clinical Excellence’ as they aim to provide unrivalled cutting edge clinical services through a collaborative team-based approach where patients get the best of the best. Technology, including FileCruiser, plays a vital role in enabling UMSC to reach this objective..

“FileCruiser has proven to be reliable and stable and has lived up to expectations,” said Jackson. “Even when accessing FileCruiser through VPN, the performance has been excellent.”