CHU Nancy

CHU Nancy migrated away from a mainframe scheduler to improve disaster recovery time, speed up database backup, and triple their daily job automations

Challenge

CHU Nancy had a goal of cost reduction, and the modernization of the core IT system was a significant component of the challenge to improve CHU's policies. They needed to ensure the operation of critical services 24/7 at all times during the upgrade process.

IT-operations were divided into two sectors:

The Services Center, where five employees responded to more than 23,000 support calls per year from users of the telecommunications equipment and computer system.

The technical integration team, where four engineers were responsible for the implementation of business software: Urbanization EAI EDI, automation, remote maintenance, and database management.

ABOUT

A public educational hospital group and member of the "Culture at the Hospital" program, Centre Hospitalier Universitaire de Nancy (CHU) operates with three primary missions: healthcare, training, and research.

- 9,000 people
- 1,600 beds
- 600 million euro annual budget.
- More than 200 applications
- Payroll processing for 39 establishments in Lorraine
- 22,000 payroll disbursements per month.

CHALLENGE	SOLUTION	BENEFITS
Maintaining existing automation from mainframe	Automation consultants duplicated and optimized the workflows on Opcon	In addition to 5,300 jobs migrated, they now run over 18,000 daily jobs
24/7 Uptime for critical systems was imperative	OpCon event-based triggers were set up to automate failover and recovery	Worked as advertised, and reduced RTO from hours to minutes.
Mainframe was taking too long to conduct database backup.	OpCon allowed for more efficient workflows and event-based triggers that significantly reduced the time needed	Database backup no longer impedes normal operations and is now much simpler

Resolution

With Opcon you can visualize the impact of a change to a workflow by extending the duration or changing the starting time of a task directly in the interface.

> "OpCon gave us true visibility into our tasks, their progress, and gave us control of the impact modifications had."
>
> IT Manager

On-the-fly modifications

If you need to modify one of your workflows selectively, OpCon allows you to alter a specific instance without affecting the upcoming occurrences of the same task. This capability is an absolute necessity for continuous production.

24/7 uptime is a necessity.

The apps running the emergency department, the SAMU, the anti-venom center, the care unit, and the labs must never stop. The quality of service depends on it.

After a server incident, OpCon's high-availability structure proved itself. OpCon switched to a failover server automatically and did not interrupt operations.

We believe that the OpCon solution is optimal for the running of our DRP.

Optimized database backup

The operational schedule of a hospital imposes strict time limits to perform database backup. With the previous scheduler, they had difficulties completing it within the allocated time. The optimized scheduling and event-triggered workflows of OpCon allowed them to satisfy these severe constraints.

Stability and reliability

Most of the operations team was reassigned to handle more strategic work. They don't have an operator anymore, and the service center handles management of the operational environment with two consoles: OpCon and Nagios. They've managed to drop to less than two incidents per day thanks to Opcon, which is a significant improvement over the previous solution.

Disaster Recovery with Opcon

Automatic recovery for the following:

- System/local machine crash
- Total loss of the datacenter

Processes and data are backed up on a failover machine that resumes the workflows from the point of interruption.

The benefits:

- Business continuity
- High-quality support
- SLA compliance
- Reduce the recovery time from several hours/days to a few seconds/minutes