

# CASE STUDY

CUSTOMER FEEDBACK ON

# NORTHERN



**PRODUCT:** QUOTA SERVER

**COMPANY:** UPMC HEALTH SYSTEMS

**SUBJECT:** 25,000 USERS REGULATED BY QUOTA SERVER

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“Quota Server regulates 25,000 of our users on a daily basis.” - Manager of Network Servers and Desktop Design, UPMC Health Systems

## **A STEADY DOSE OF QUOTA SERVER SPEEDS NETWORK'S RETURN TO FULL HEALTH.**

What's to be done when an enterprise network suffers from seemingly irreversible data congestion?

With more than 25,000 employees, UPMC Health System is the largest not-for-profit integrated health care system in the United States. UPMC is affiliated with the University of Pittsburgh Schools of Health Sciences and is the leading integrated health care system in western Pennsylvania, offering a variety of health related services and products.

An organization that grows as fast as UPMC requires a responsive, resourceful IT staff particularly if it's required to maintain peak network performance on a tight budget. Karen Malik, Manager of Network Servers and Desktop Design at UPMC Health Systems oversees a staff that installs and maintains NT/2000 servers in an expanding 325+ server environment. She also manages a staff of developers that sets up the desktop standards and creates and deploys standard desktop OS and software packages.

With a workforce of 25,000 employees, the network's storage capacity, about 1.8 terabytes of user data, was constantly in jeopardy of being overtaken by personal data. While purchasing disk space is perceived to be cheap, this fails to account for the additional management required to perform routine backups and restores, to ongoing monitoring and maintenance.--all of which places burdens on the IT organization, and represents significant added costs.

According to Karen, “Some users will take up infinite disk space causing a challenge in keeping disk space available for our large number of users. We have no charge-back method, so ISD financially supports all server hardware and we can't afford not to control the disk usage”.

After reading a review in an online newsletter, Karen downloaded and installed NORTHERN's SRM product, Quota Server. Since then, UPMC purchased 12 licenses, providing the IT organization with a seamless, transparent means of managing their storage resources.

Quota Server is an enterprise SRM solution offering an array of "zero administration, hassle-free features," including: Explorer Interface, API, MMC Snap-in, Active Directory support and more. System administrators can set storage quotas on disk objects such as directories, files and/or individual user accounts, as well as block specified files. Furthermore, System Admin can generate statistic reports for trend analysis.

UPMC sets 300 megabytes for each new user, executives are allowed up to 3-4 gigs of storage. Managers seeking an increase in their quota threshold are required to get approval from their supervisor. When an UPMC user exceeds a quota an alert prompts the software for a specified response, which automatically prevents that user from exceeding their quota, thus keeping data within pre-set thresholds. Each threshold generates an email notification. UPMC integrates Quota Server with Microsoft Exchange for immediate notifications to the user's Outlook client. Email notifications are sent when users reach 75% of capacity, again when they reach 90%, and again when they are at 100% capacity [at which point they are locked out of their directory].

UPMC found that Quota Server's email notifications have minimized calls to the help desk. Quota Server 5.x supports various types of email systems for mail notifications: SMTP, MS Mail, Microsoft Exchange and command-line-based messaging. Recipients of the notifications can be users, Admins, groups, share users, etc.

By placing quotas on the users and common storage areas, UPMC was able to manage their data without the purchase of additional hardware (file servers, NAS devices, etc.), saving both time and money, while reducing administrative overhead.

Quota Server offered the UPMC IT staff centralized enterprise-wide storage management, enabling them to monitor and control multiple servers from one location. As Malik said, "Quota Server runs smoothly and quickly. Northern's support has been great, responsive, patient and helpful. Quota Server has made UPMC more productive, which is, finally, what it's all about."

To see how Quota Server can address your storage challenges and provide an efficient, cost effective solution; call a NORTHERN account executive at 800.881.4950. For more information on NORTHERN and its family of network software solutions, visit us at [www.northern.net](http://www.northern.net).