



SUCCESS STORY:

LifeGift Organ Donation Center

Partnering With Symantec to Protect Data that Helps Save Lives

The Client

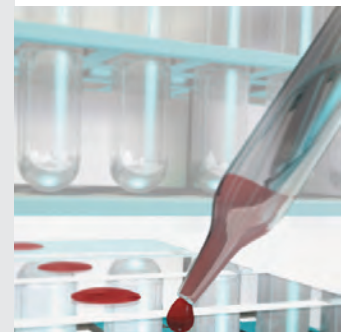
Established in 1987, LifeGift Organ Donation Center (LifeGift) is a not-for-profit organ procurement organization (OPO) dedicated to recovering organs and tissue for individuals needing transplants in 109 Texas counties. Headquartered in Houston, Texas, LifeGift also has regional offices in North, Southeast, and West Texas, and is consistently ranked among the nation's most effective OPOs. LifeGift is one of 58 OPOs federally certified to promote organ donation, locate potential donors, and manage organ donation to recipients.

The Challenge

In a life-threatening situation, LifeGift works to turn a tragedy into a life-saving opportunity through the gift of organ donation. Its data repository holds the crucial information that is key to matching available donors' organs with the desperate recipients who need them. Intent on enhancing its ability to save as many lives as possible, LifeGift needed a data protection solution that would keep vital data available and secure in the event of a disaster. The organization was also determined to maximize the efficiency of its information flow to reduce the agonizing waiting time many organ recipients endure.

Measurable Results

CompuCom Systems, Inc., a Symantec Platinum Partner, used Symantec data protection solutions to improve LifeGift's key recovery metrics—and reduce staff time involved—by more than 90 percent, while also saving \$140,000 over an alternative disaster recovery plan LifeGift had initially considered.



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Symantec to Protect
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The Solution

CompuCom and Symantec leveraged Symantec's Backup Exec™ 10d and Backup Exec System Recovery products to create a data protection solution that would ensure business continuity and enhanced data protection in the event of disaster, while minimizing IT overhead.

The resulting disaster recovery solution is so cost-effective that CompuCom has been asked to share its details with 57 other organ procurement organizations. Our solution:

- Established a disaster recovery plan and capability
- Reduced recovery point objective and recovery time objective
- Reduced complexity and enhanced reliability of data protection
- Streamlined IT administration

The Results

CompuCom and Symantec teamed up to achieve the following results for LifeGift Organ Donation Center:

- \$140,000 initial savings and \$60,000 annual savings over an alternative disaster recovery plan initially considered by LifeGift
- 92% reduction in daily backup administrative time using automated reporting capabilities
- Delivery of the capability to switch four key functions to a remote site in an emergency situation
- 98% reduction in recovery time objective from 24 hours to 26 minutes
- 97% reduction in recovery point objective from 48 hours to one hour

"CompuCom brought a level of expertise that is really quite incomparable to anything else I've seen. CompuCom and Symantec have enabled us to not only save more lives but also preserve our ability to save lives in cases of extreme emergencies."

Samuel M. Holtzman
President and CEO
LifeGift Organ Donation Center

"LifeGift is very pleased with the 98% improvement in service delivery that the CompuCom/Symantec solution has enabled the organization to achieve."

Charley Ballmer
Solutions Architect
CompuCom Systems, Inc.

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CompuCom Systems, Inc.
7171 Forest Lane
Dallas, TX 75230
+1 800.225.1475
+1 972.856.3600
CompuCom.com