

# Millions turn to LifeShare for Blood; LifeShare turns to Sungard AS for IT Availability

**When 3.7 million residents of Louisiana, east Texas and southern Arkansas require blood, they depend on [LifeShare Blood Centers](#). For more than 70 years, the Shreveport-based nonprofit has supplied hospitals and other medical facilities with vital red blood cell, plasma and platelet components. One in three residents will require blood at some point, and their lives will depend on that supply being available.**

Hurricane Katrina, the devastating August 2005 Gulf Coast disaster, played havoc with LifeShare and its blood supply as the storm closed several of their regional centers, increased blood demand substantially, kept donors from giving blood and, consequently, decreased levels of critical blood types to dangerously low levels.

Hurricane Katrina prompted LifeShare to evaluate their disaster recovery systems. LifeShare needed to retain a vendor to provide disaster recovery services for its critical IT systems and infrastructure, including its blood banking programs.

“Our priority is to ensure a safe blood supply, available during all times of need” explains LifeShare’s Chief Information Officer, Ric Jones. “In a way, our business is an emergency management business – be it a major disaster or

a single individual needing blood in a life or death situation.”

He notes that LifeShare must always build contingencies into its planning and disaster recovery program. “In addition to hurricanes and other severe storms, we have to be prepared for the occasional fiber optic cut by a backhoe operator, or damage from a lightning strike and situations like that,” he says, adding that LifeShare’s Lake Charles, La., blood bank was offline for four days from a lightning strike.

Furthermore, LifeShare must comply with regulatory requirements from the U.S. Food and Drug Administration and AABB standards, which call for a secondary site along with robust data protection and replication should the main data center go dark.



**“Our priority is to ensure a safe blood supply, available during all times of need.”**

**RIC JONES**  
Chief Information Officer,  
LifeShare Blood Centers

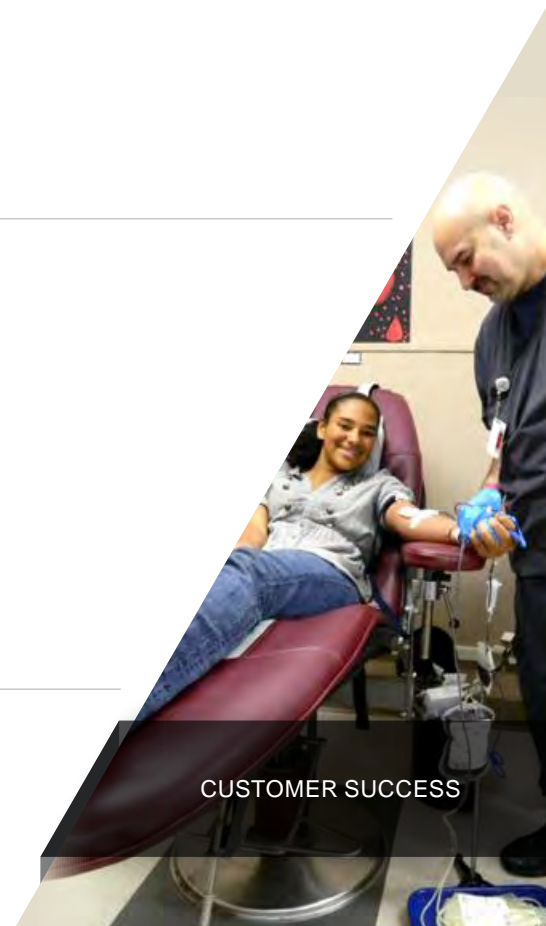
## About LifeShare Blood Centers

- Headquarters: Shreveport, La.
- Nonprofit blood bank that serves Louisiana, east Texas, southern Arkansas
- CEO: Margaret Wallace
- CIO: Ric Jones
- Employees: 475
- 2013 Revenues: \$50.5 million
- Uses Sungard Availability Services Recover2Cloud



SUNGARD®  
**AVAILABILITY  
SERVICES™**

CUSTOMER SUCCESS



### Partnering for business results

Initially, LifeShare used an Oklahoma City based provider for disaster recovery services. But the vendor wasn't able to keep up with the LifeShare workload. Its statistics constantly showed that a very large data backlog hadn't been processed or copied, Jones says. Eventually it proved difficult for the vendor to test the system annually.

Using Gartner research, Jones and his staff conducted a review and evaluation that led them to [Sungard Availability Services](#). Several other disaster recovery providers were considered, but they didn't possess the same high caliber of disaster recovery availability service, he explains.

"In our meetings with Sungard AS, I was really impressed with the knowledge and experience of its engineers, and the level of detail with questions they asked," Jones recalls. "We felt comfortable with them." LifeShare contracted with Sungard AS in March 2012.

LifeShare now uses Sungard AS' Recover2Cloud to protect its critical applications and works hand-in-hand with Sungard AS support staff to ensure data is constantly backed up and protected. LifeShare and Sungard AS test annually and Jones commented that the annual testing now "works absolutely great."

### Business benefits

Sungard AS supports LifeShare with secure cloud-based recovery for the 12 servers and numerous critical applications that handle its vital blood data – donors, inventory, blood drives – as well as its financial and payroll systems. A mirror copy of its data systems in Shreveport is replicated in a Sungard AS' northeast data center.

"Essentially, what Sungard AS provides allows us to run our business operationally with everything we need," Jones says. That's important since LifeShare has a small IT staff managing seven blood centers – including the computer systems and desktop solutions, mobile PCs and 800 workstations across the operation as well as printers.

"Sungard AS and its support staff free us up to keep doing the things we must do," says Jones. "We don't have to worry about having IT staff experienced in disaster recovery, Sungard AS manages that need."

This proves critical, too, because LifeShare's donor roster is more than 150,000 deep and it collects and processes about 500 donors a day. If the Shreveport center is down one or two days, it can't collect the data it needs to provide blood in demand. No other center has its own infrastructure and computer system in place. Rather, each individual center must hook up and log in to the Shreveport data center.



**"Sungard AS and its support staff free us up to keep doing the things we must do."**

**RIC JONES**  
Chief Information Officer,  
LifeShare Blood Centers



**Conclusion**

LifeShare continues to see instances that reiterate the importance of a robust disaster recovery system. For example, LifeShare serves as a reference laboratory testing blood for multiple antigens and cataloguing the information. It is one of very few organizations tracking and utilizing this information worldwide.

In 2010, an unborn baby in England needed rare blood; LifeShare was able to find a matching blood donor in their system based on the testing information

they had on file. The donor was in Arkansas on vacation but came to Shreveport, donated blood, and within 48 hours the blood was on its way to England. This vital research information would be in jeopardy if LifeShare didn't have a disaster recovery backup system.

LifeShare Blood Centers has confidence that Sungard AS Recover2Cloud is effectively protecting their critical data. Jones concludes, "We can rest easy knowing our critical systems and blood data are always available with a strong disaster recovery system in place."

**"We can rest easy knowing our critical systems and blood data are always available with a strong disaster recovery system in place."**

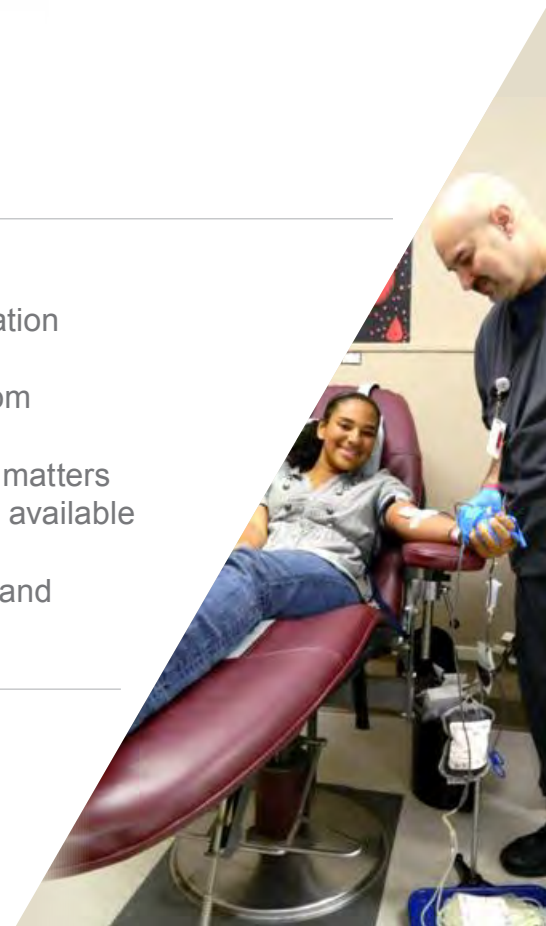
RIC JONES  
Chief Information Officer,  
LifeShare Blood Centers

# 1942

In 1942, civic-minded residents in Shreveport, Louisiana started a blood bank for emergencies created by World War II. The Shreveport Memorial Blood Bank grew into what is now known as LifeShare Blood Centers, operating throughout Louisiana, east Texas and southern Arkansas. Cutting edge work in rare blood trait identification has led to LifeShare's leadership position in providing rare blood components to patients nationally and internationally. LifeShare Blood Centers is licensed by the U.S. Food & Drug Administration, accredited by AABB, a member of the American Rare Donor Program and an affiliate of the National Marrow Donor Program.

**Business benefits to LifeShare Blood Centers**

- Resilient disaster recovery program to protect vital information and network connectivity
- Compliance with regulatory and licensing requirements from the FDA and AABB
- Free up valuable staff time to focus on essential business matters
- Annual testing to ensure data is constantly backed up and available at times of disaster
- Knowledgeable, experienced personnel to work hand-in-hand with LifeShare team members



## Partnering with Sungard AS

Working with industry-leading technology partners, we are able to provide proven availability solutions tailored to the unique needs of your business. Unlike other companies offering individual technology services, Sungard AS is focused on providing responsive and integrated Cloud, managed services and disaster recovery, IT consulting and business continuity management software solutions to keep you and your information connected. Sungard AS provides for application availability using end-to-end data protection solutions to help you manage your data more efficiently, effectively and securely. The result is a flexible, cost-effective way to help ensure your data is there when you need it: **Always.**

---

### About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

To learn more, visit [www.sungardas.com](http://www.sungardas.com) or call 1-888-270-3657

### Trademark information

Sungard Availability Services is a trademark of SunGard Data Systems Inc. or its affiliate used under license. The Sungard Availability Services logo by itself is a trademark of Sungard Availability Services Capital, Inc. or its affiliate. All other trade names are trademarks or registered trademarks of their respective holders.

### Connect with Us

