# BORN Delivers Storage Solution with QSTAR Technology

**SOLUTION**
Acquisition of optical storage technology and integration of technology into the MMR application

**CHALLENGES**
- Analyzing and evaluating new technology
- Operating under a fixed, limited budget

**BENEFITS**
- Brought the company into compliance with document retention regulations
- Acquired scalable technology for future department and enterprise needs
- Provided relief to a Novell file server by moving all files to optical storage

**APPROACH**
- Three person project team, including two BORN and one client resource
- Phased approach delivering technology, then queuing functionality, then full functionality
- Used the client's project methodology but with strong emphasis on risk management
- All development at client site

**TOOLS AND TECHNOLOGIES**
- QSTAR HSM
- Java and Visual Age
- Windows 2000 Server
- PowerBuilder
- Microsoft Project

## BUSINESS NEED

One of the nation's largest life insurance companies needed an improved method for storing electronic marketing and advertising materials. The application that had been employed to store this information, Marketing Materials Review (MMR), was not meeting the company's requirements of unalterable formats and scalability.

A study performed by the insurance company determined that the integration of write-once read-many (WORM) optical storage technology would be an efficient, effective solution for this business need. A project was formed and given a primary goal of integrating optical storage of materials into the MMR application, eliminating the need to keep paper copies and providing relief to the Novell file server employed by the application. A secondary goal was that the selected technology be expandable to solve future storage needs within the company's Compliance/Best Practices Department. Also, a technology that could be expanded to an enterprise wide storage solution was considered an additional benefit.

## SOLUTION

The client asked BORN to deliver the solution. BORN managed this project, and provided primary staffing in the form of a part-time senior project manager and a full-time senior developer. The project lasted nine months and consisted of two major efforts: 1) the analysis, selection, and acquisition of optical storage hardware and software components, and 2) the integration of optical storage technology into the MMR business application.

BORN enhanced the MMR application to ensure that advertising materials could be queued for movement to optical storage once a case is closed. A separate process was created to perform the actual movement of the advertising materials to optical storage. MMR was enhanced to allow users to seamlessly view the advertising materials that reside on optical disk.

BORN worked with the client to choose an optical storage technology that would meet this solution's requirements. QSTAR HSM was chosen for a variety of reasons, including its Integral Volume feature, which virtualizes storage and removes the need for an application or an administrator to handle full disk and new disk initialization situations, effectively making optical storage management maintenance-free. QSTAR offers a slew of security mechanisms enabling multiple applications to have secured access to their own files. QSTAR also encapsulates caching of optical files on hard drives to optimize performance. In addition, QSTAR is able to work with the insurance company's document management system – a requirement for enterprise solution status.

## BENEFITS

The solution BORN implemented improved the MMR application by replacing paper with optical storage as the unalterable medium. The application's queuing feature and QSTAR's caching feature work together to allow MMR users to process cases without having to wait for larger files to be moved to optical storage, and to continue processing even in the event of an optical storage server outage. The solution has provided relief to the file server by storing all advertising materials on optical disk, and the optical storage software and hardware are scalable and able to support the departmental and enterprise needs for years to come.