



# Case Study: Library of Congress

**X-Class SAN Solution Addresses Workflow Inefficiencies for Library of Congress**  
*RAID's X-Class SAN saved countless man hours while providing an increased level of security, availability and scalability*

## **Customer**

The National Library Service for the Blind and Physically Handicapped (NLS), Library of Congress, administers a free program that loans recorded and braille books, magazines, music scores in braille and large print and specially designed playback equipment to residents of the United States who are unable to read or use standard print materials because of visual or physical impairment. NLS administers the program nationally while direct service to eligible individuals and institutions is the responsibility of cooperating libraries in the various states, the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. Service is also extended to eligible American citizens residing abroad.

## **Problem**

The NLS used PCs to convert its recordings of audio books from analog tape to digital audio in the form of a disk drive and hand carried the disk to the next workstation in a workflow progression. This process had a number of inefficiencies: severe workflow constraints, lack of data management, and protection. Additionally, the new solution had to meet stringent compatibility issues with existing applications, some of which were geared to NLS staff members that are blind, all of which were operating in a heterogeneous environment. Another issue was the future support and maintenance of any proposed technology solution.

## **Solution**

RAID Inc. provided a comprehensive solution addressing these workflow inefficiencies, and created a solution that is highly available and accessible to all users within a predefined security protocol, designed to scale with the needs of the organization. RAID Inc also addressed the need for future support and maintenance of this complex solution by implementing StorageWatch remote management and monitoring services as well as 24/7 technical support services with a dedicated RAID Inc. storage engineer.

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## Results

By recreating NLS' specialty operations at RAID's interoperability lab prior to deployment, RAID was able to configure, test and implement an X-Class storage area network to address the aforementioned workflow inefficiencies. As a result, all audio files and digital talking books are immediately and simultaneously made available to all users in the workflow process which has significantly reduced the total number man hours.

## High Availability

The backbone of the NLS' configuration is the X-Class Fibre Channel RAID solution. The redundant storage configuration offers a highly available solution for users to access data at all times with the added benefit of effortless scalability for future growth.

## Ease of Administration

NLS administrators now have the ability to alter privileges as needed for any user group, enabling a secured environment that could be adjusted as needed. The X-Class solution allows different users sets to access certain portions of content and others read only privileges. Users benefit from collaborating on the same project and are capable of simultaneous digitizing, editing and recording throughout the process. RAID also implemented an AV server that provides centralized management of the SAN, allocating application resources among the storage devices on the network, serving as the means to initiate centralized back up.

## StorageWatch

RAID's service offering, StorageWatch, now provides NLS with 24/7 proactive monitoring, management and maintenance of the solution. Thus, the Library no longer needs to have highly trained personnel on site to administer the network. The service was obtained at a fraction of the cost of hiring one technician.

**For more information, please visit RAID Incorporated at [www.raidinc.com](http://www.raidinc.com).**

A Consultative Approach to All Your Storage Needs

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