CLOUD-BASED DISASTER RECOVERY
Helping a Healthcare Provider Boost IT Resiliency

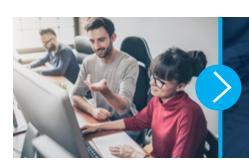## Customer Challenge

In the healthcare industry, many systems operate interdependently, which makes it difficult to achieve IT resiliency. With government regulations (such as HIPAA) that require all services to be covered by a robust disaster recovery plan, healthcare organizations today are facing significant challenges for supporting new technologies.

A healthcare provider that focused on offering an accessible continuum of care had previously implemented a small secondary data center for disaster recovery. While the chief technology officer (CTO) had developed a disaster recovery strategy, it wasn't comprehensive. The organization was able to protect 200 servers with its disaster recovery site, but the strategy failed to account for approximately 100 client servers. The healthcare provider considered purchasing an additional 50 to 60 servers to protect these additional client servers, but the CTO was growing increasingly dissatisfied with the existing disaster recovery solution because it had consistently failed to achieve the four-hour Recovery Point Objective (RPO) that the provider needed.

The Customer's Desired Outcome

To work with a trusted partner to find a cloud-based disaster recovery solution that could support its mix of physical and virtual servers, avoid the capital outlay for the hardware/licensing refresh, and accommodate its growing disaster recovery needs.

The ConvergeOne Response

The pressure of HIPAA compliance led the customer to work with ConvergeOne to evaluate different cloud solutions that could enhance its disaster recovery strategy. Because it had a lean IT staff that lacked disaster recovery expertise, the customer knew it needed a partner and advisor who could provide managed services to ensure its systems were properly protected and the environment remained healthy.

Together, ConvergeOne and the customer compared multiple ConvergeOne solutions and determined that cloud-based Disaster Recovery as a Service (C1MX DRaaS) best fit the customer's needs. During ConvergeOne's Pilot-to-Production (P2P) engagement, the customer selected several of its critical applications and together, ConvergeOne and the customer deployed them into a DRaaS solution utilizing Amazon Web Services (AWS) as its DR recovery site. Throughout the P2P process, ConvergeOne worked closely with the customer and, as a result, the customer's IT team was able to perform successful recovery tests without any data loss or application issues.

After the successful P2P engagement, the customer moved forward with the C1MX DRaaS solution on over 250 servers, providing its data center with fast and reliable disaster protection and multiple checkpoints for point-in-time recovery.

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Results

Since implementation, the customer has reduced the size of its secondary data center so that it is only responsible for a small subset of its disaster recovery efforts. The majority of its disaster recovery resides in the cloud, and this downsizing has already resulted in about 50% cost savings. Moreover, now that C1MX DRaaS has become part of normal operations, the customer's RPO has dropped to two minutes in most cases.

Another key benefit that the customer has enjoyed is the single-pane-of-glass interface. In the past, coordinating disaster recovery testing was time consuming, sometimes taking several weeks as its IT team managed recovery issues. With the ConvergeOne Managed Services Team taking over responsibility for testing, the process has become painless for the customer.

"We knew that our biggest challenge would be to get our mixture of physical and virtual servers to fit seamlessly in a disaster recovery strategy. The ease with which we have been able to manage this mix with ConvergeOne's DRaaS solution has been one of the key benefits," said the customer's CTO.