arcserve®

Case Study

Compass Health Achieves Unified Virtual Data Protection with the Arcserve UDP Appliance

INDUSTRY: Healthcare
COMPANY: Compass Health
EMPLOYEES: 340

Compass Health

Compass Health delivers comprehensive, compassionate healthcare services to patients in the East Lansing, Michigan metropolitan area.

CHALLENGE

As a new multi-practice healthcare system, Compass Health needed to address data loss vulnerabilities, standardize backup processes, and support the migration of its data to highly-virtualized environments.

SOLUTION

Arcserve UDP Appliances not only enable granular recovery and support the efficient, effective protection of virtualized data, they do it at a price point that the medical clinics would support.

BENEFIT

Powered by the Arcserve UDP Appliance, Compass Health has dramatically reduced backup labor hours and given the IT department confidence in their ability to recover virtual servers.

BUSINESS

Delivering high-quality, patient-centered care

Compass Health is a growing multi-practice healthcare system located in East Lansing, Michigan. With specialties ranging from oncology and neurosurgery to urology and dermatology, the system's 40 doctors and 300 staff dedicate themselves to the delivery of compassionate, comprehensive healthcare services.

CHALLENGE

Unifying disparate backup systems and enabling virtualization

Compass Health must protect the integrity and availability of its patient data to ensure delivery of high-quality care. Unfortunately, protecting that data proved a challenge at the outset.

Several healthcare providers consolidated their practices under the new Compass Health system—and each came with its own IT infrastructure. The result: A complex web of simple scheduling programs, million dollar electronic medical record (EMR) systems, and disparate legacy backup solutions that rendered the new healthcare system vulnerable.

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"When I took over, one clinic hadn't rotated tapes on its five-year old server in well over a year and a half; they'd been working off of a production server with no backups," notes director of IT, Carl Seabold.

Another clinic had better practices in place, but when Seabold attempted a recovery of its fax server, he couldn't get an adequate restore out of their tape backup system either.

To complicate matters further, while Compass management understood the importance of data protection to the continuity of their healthcare system, getting the individual practices to buy new licenses was a different story altogether. After having just bought into the new business, they were sensitive to additional expenses.

As a stopgap, Seabold implemented more effective, though temporary, backup solutions at each clinic. The healthcare system's data was now protected—if time-consuming to manage.

Seabold shares, "Managing backups was adding about eight to ten hours a week to my workload. And, it would still take me eight to 12 hours to restore machines. I wanted something that, if a building burned down, I'd be able to bring that entire building back up at another office within hours. That was a big challenge."

Seabold was also a bold proponent of virtualization and, unfortunately, the data protection infrastructure he'd inherited wasn't well-suited for virtualized environments.

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SOLUTION

Verifiably-robust virtual data protection

Compass Health needed a unified backup solution that would protect its critical patient data and enable a highly-virtualized environment—at a price point the clinics would support. It also wanted something that was simple to test, easy to verify, and that would recover data quickly.

"I knew I wanted my environment to be 100 percent VM. That was definitely a goal, not only for the sake of being able to migrate from hardware to hardware as time passed, but for the sake of being able to do data recovery using the same method," says Seabold.

In his search for a more robust data protection solution, Seabold considered Veeam, Acronis, and Arcserve, among others.

In the end, he chose the Arcserve UDP Appliance 7300V.

"I was pretty much sold right from the get-go. Nothing in my mind could top what Arcserve could do with our virtualized environment," Seabold shares. "Acronis didn't have the tech that I was looking for and Veeam had issues doing granular data recovery."

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Now, Seabold protects data across nine virtual servers at the main office's datacenter, as well as virtual hosts at most of their remote clinics, as well.

BENEFIT

Eliminating complexity reduces data loss risk and IT labor hours

The Arcserve UDP Appliance now has Compass Health on solid data protection footing.

Powered by Arcserve deduplication and compression, Seabold reduced Compass Health's backup footprint on the appliance from 18TB to 5.4TB. More importantly, simplified disaster recovery testing gave him confidence in his ability to fully recover virtual servers should disaster strike.

"Now, I'm only spending 10 to 15 percent of my time managing backups," offers Seabold. "And, most of that time is spent testing—making sure I'm able to do virtual recovery without a hiccup—instead of cleaning up exceptions and errors."

"I'll spend a couple hours on a Sunday evening testing one of the virtual machines, making sure I can do a full recovery, and that's pretty much the extent of it," Seabold continues. "As I change or upgrade servers, I'll take a peek at the dashboard. But, usually I just check a checkbox to make sure the new server is getting backed-up as soon it's deployed and that's it—it's ready to go."

So, would Seabold recommend Arcserve to other healthcare organizations?

Seabold replies without hesitation, "I have—and I do."