

Protecting a growing healthcare business

What does an IT department do when it is unable to find the CAPEX needed to expand its in-house disaster recovery plan? Find out how the growth of this Wisconsin-based organization instigated its successful step into cloud-based disaster recovery.

profile

Family owned and privately held for more than 150 years, this organization leads a family of companies that create efficiencies within healthcare supply systems in the US and internationally. One of these companies provides customized, comprehensive, and integrated contact and call center services for biotech/pharmaceutical and medical device companies. Services include providing core drug/device product information, adverse experience reporting, handling product complaints and assisting with clinical trials recruiting.

acquisition brings DR expansion challenges

The organization's call center employs highly qualified personnel to answer medically-related questions from anyone - ranging from end-users of prescription drugs to pharmacists at the store front selling these drugs to patients and primary care physicians prescribing them to patients. All of the call center employees are highly qualified pharmacists with advanced Doctorate degrees and clinical expertise, which adds significant value to the organization's service offering.

To meet regulatory and customer SLA requirements, the organization was prepared for any unexpected disaster with an in-house, traditional disaster recovery plan for data and applications. It executed nightly backups from the home office to a geographically separate data center.

That all changed when the organization acquired a local company based nearby and the IT department was tasked with taking over the new subsidiary's IT. The senior systems engineer knew he needed to expand the existing disaster recovery plan to cover the new subsidiary's data and systems but ran into a problem almost immediately. He remarks, "Their equipment was old and I couldn't get the capital approved to purchase the additional equipment I needed to facilitate migrating their data to our environment."

profile

- ▶ SIZE: SMB
- ▶ TYPE: Services
- ▶ INDUSTRY: Healthcare
- ▶ APPLICATION: Disaster Recovery
- ▶ HEAD OFFICE: Wisconsin, USA

at a glance

- ▶ Growth by acquisition
- ▶ Incumbent in-house DR plan could not cope
- ▶ A cloud-based DR plan was deployed and is tested regularly
- ▶ RTO of 4 hours has been met with every test
- ▶ Not having to build and manage a data center for DR = savings of almost 250K.

"Their equipment was old and I couldn't get the capital approved to purchase the additional equipment I needed to facilitate migrating their data to our environment."

finding a solution that meets an aggressive RTO

The organization's IT team decided that the best course of action was to find a cloud service provider they could replicate the data to. Following research into a number of vendors, iland was selected. The company's nightly replication is now sent to iland's cloud environment. That strategy has enabled it to recall its old replication equipment from the data center, move it back to the corporate network and put it into production mode to facilitate the addition of the new subsidiary's data network.

The senior systems engineer comments, "iland helped us avoid having to buy additional equipment and I didn't have to set up my own data center. iland gave me a secure place to build my replicas to."

The selection of iland as the organization's cloud-based DR provider, came down to competitive pricing, iland's expertise, and the sales and support process that the company's IT team experienced. The healthcare organization's IT team was particularly impressed with iland's support team.

"They've been very good," says the senior systems engineer. "They know what they're doing. I undertook four disaster recovery tests last year and they have exceeded expectations. Our recovery time objective in the event of a disaster is four hours for the services that we replicate to iland. And every time we've done a DR test, we've been up and running within four hours."

Because it operates in the healthcare space, the company has an aggressive RTO and must meet its SLAs. That requires having mission-critical data and systems back online within four hours.

the financial benefits

In the event of a disaster, the organization will be able to continue business operations within a short space of time. In addition, it has saved a significant amount of money by moving disaster recovery to the cloud.

"I did look into getting my own data center," says the senior systems engineer. "The data center by itself, without the additional equipment, would have been around \$70K per year. Add to that the data line which would probably have been close to \$20 - \$40k per year, and then the additional equipment to replicate to, and the first year's investment would probably be close to a total of \$75K. iland is saving us close to \$250,000."

the future

With a cloud solution that gives him the flexibility to scale as the company continues to grow, the senior systems engineer has the confidence to meet the organization's expanding disaster recovery objectives.

"...Our recovery time objective in the event of a disaster is four hours for the services that we replicate to iland. And every time we've done a DR test, we've been up and running within four hours."

about iland

With data centers in the U.S. and U.K., iland delivers proven enterprise cloud solutions that help companies do business faster, smarter and more flexibly. Unlike any other provider, iland's technology and consultative approach mean anyone—regardless of expertise, location or business objective—can experience the benefits of a hassle-free cloud.

From scaling production workloads, to supporting testing and development, to disaster recovery, iland's secure cloud and decades of experience translate into unmatched service. Underscoring the strength of its platform, the company has been recognized as VMware's Service Provider Partner of the Year, Global and Americas.

iland partners with the following to tailor comprehensive disaster recovery solutions for customers: Zerto, Veeam, VMware SRM, Dell EqualLogic, Vision Solutions.

iland, the iland logo, and all other iland product or service names are registered trademarks or trademarks of iland Internet Solutions. All other registered trademarks or trademarks belong to their respective companies.