

All-In-One Backup and Data Protection for Northeast Missouri Health Council

HEALTH CARE INDUSTRY SUCCESS STORY:
Interview with John L. Brown, IT Director



About John L. Brown

John is the IT Director at the Northeast Missouri Health Council. The non-profit health council has been a Unitrends customer since 2010. John also serves on the advisory board for the Indian Hills Community College in lowathat orchestrate the two radio stations' business operations.



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Solution Highlights

Industry

- Health Care

Protected Platforms:

- Microsoft Exchange
- Windows Servers
- VMware
- EMR/EHR

Data Protected

- 1 TBs (compressed)

Competitors Considered

- CommVault
- Symantec Backup Exec

Challenges

- Heterogeneous assets
- Outmoded tape backup
- Archiving

Solution

- Unitrends Recovery-813
- Unitrends RXDA
- Unitrends Recovery-712

Unitrends Benefits

- Dissimilar bare metal restore
- Heterogeneous protection
- Fast restores
- Availability of data

Customer Profile

The not-for-profit Northeast Missouri Health Council was established in 1968 to serve the primary healthcare needs of northeast Missouri residents. Today, the council's vision continues to expand as they identify and put into practice beneficial health care programs. With state-of-the-art facilities and quality control programs, Northeast Missouri Health Council has become the medical home for the region.

Challenges

John L. Brown, IT Director at Northeast Missouri Health Council, was looking for a modern backup solution that provided redundancy, reliability, and consistency. "We were in a tape environment, and looking for something more reliable with faster backup speeds and tighter security," says Brown.

Brown needed to protect VMware virtual machines, Windows physical servers, Microsoft Exchange, plus patient data—Electronic Health Records (EHR) and Electronic Medical Records (EMR).

The #1-All-In-One Solution

After considering multiple solutions, including CommVault and Symantec Backup Exec, Brown chose Unitrends. The Northeast Missouri Health Council is now using a Unitrends physical appliance and the recovery archive unit, the RXDA. "I like the disk-to-disk feature set, versatility for virtual machines, and especially the dissimilar bare metal restores (BMR). The BMR has already come in handy. I've used just about every option on the Unitrends box," Brown says.

Brown set up the Unitrends Recovery-813 on-site in the server room, along with the RXDA unit. In the future, Brown plans to deploy the Unitrends Recovery-712 at an off-site location for a full disaster recovery solution. Currently, he uses Unitrends scheduling to automatically back up differentials throughout the week, and archives on Sundays.

In particular, Brown recalls one instance where he saved the day with Unitrends. "We have a full medical suite, and all of our EMR applications run on a Citrix terminal. Well, one day a technician from the EMR provider deleted all the registry entries on the terminal. I went to Unitrends and restored a VM with the backup from the previous day. We were up and running before we even got off the phone, with only a twenty-minute interruption to users," Brown says.

Focus on Your Business, Not Your Backup

Using Unitrends to protect the systems and patient data at the Northeast Missouri Health Council has saved Brown countless hours. For one thing, he doesn't have to drive to bank vault anymore when he needs to restore a file or server. "The greatest benefit is the restore time and the availability, that I can quickly bring up a virtual machine and directories. When files are mistakenly deleted, I can fix it in about three minutes with Unitrends. I use the file-level restore almost daily."

In fact, Brown is so pleased with the Unitrends technology that he donated an appliance to the Indian Hills Community College. Brown is on the advisory board for the school. "I give them recommendations for how to prepare their graduates for the IT field, and one of the most important things is backup," Brown says.



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– John L. Brown,
Northeast Missouri Health
Council

The Northeast Missouri Health Council had outgrown the Recovery-711 appliance, so Brown worked with Unitrends to donate the unit to Indian Hills for use within their Network and Security curriculum. "I thought it was worth something to the college to give the students the physical, hands-on experience with what is, in my opinion, is the best backup strategy out there," Brown says.

About Unitrends

Unitrends provides physical, virtual and cloud-based protection and recovery for every organization's most valuable assets: its data and applications. Supported by a "crazy-committed" customer service model based on engagement, experience and excellence, the company consistently achieves a 98 percent customer satisfaction rating and lets everyone play IT safe by delivering the best cost-to-value ratio in the data protection and disaster recovery industry. Visit www.unitrends.com.

"Unitrends support is great—they have saved the day multiple times."

– John L. Brown,
Northeast Missouri Health
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About Unitrends

Unitrends delivers award-winning business recovery solutions for any IT environment. The company's portfolio of virtual, physical and cloud solutions provides adaptive protection for organizations globally. To address the complexities facing today's modern data center, Unitrends delivers end-to-end protection and instant recovery of all virtual and physical assets as well as automated disaster recovery testing built for virtualization. With the industry's lowest total cost of ownership, Unitrends' offerings are backed by a customer support team that consistently achieves a 98 percent satisfaction rating. Visit www.unitrends.com.

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