

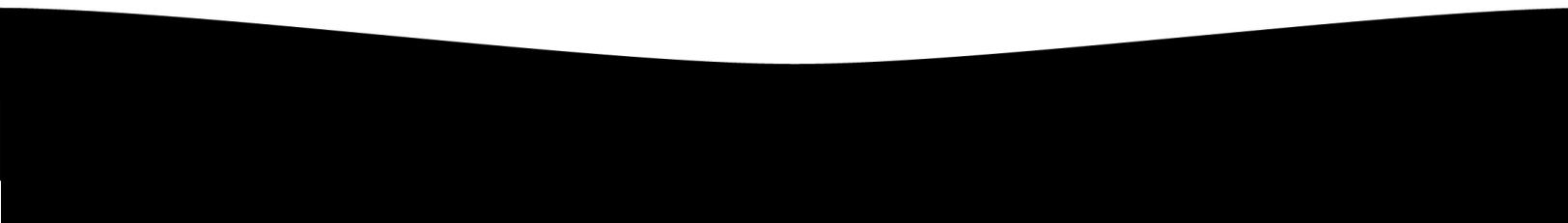
# UNITRENDS



## **Reliable Recovery You Can Always Count On**

Health Care Industry Success Story  
Mason General Hospital & Family of Clinics  
Ms. Sara Perrott, Network Administrator II, IT

*Mason General Hospital  
& Family of Clinics*



## Solution Highlights

### Industry

- Health Care

### Protected Platforms:

- Windows
- Linux
- OS X
- Solaris

### Data Protected

- 15 TB and growing

### Challenges

- No report system available for succeed/fail backups
- Very slow restore process
- No support for tape archiving/replication
- Needed to encrypt data at rest to meet Meaningful Use Stage 2 requirements

### Solution

- Unitrends Backup & Recovery Solution: Unitrends 833 Appliance

### Benefits

- Minimal failed backups
- Email notification of success/fail backups
- Fast, reliable backups and restores
- Dedicated support

## The Challenge

For health care providers, dealing with patients' medical records can be a life or death situation. Coupled with government regulations, like HIPAA compliance, reliable data backup is not an option, it's a necessity. Mason General Hospital needed a reliable solution that could support their virtual and physical environment, allowing them to continue to archive to tape and explore replication. They also needed to be able to encrypt backup data at rest to meet Meaningful Use Stage 2 requirements mandated by Centers for Medicare & Medicaid Services (CMS).

MGH tried several backup solutions that didn't meet their needs. First, they replaced their aging backup product with a new solution that still didn't help. The original backup solution didn't have a succeed/fail report, so systems administrators had to manually check every server to insure they had been successfully backed up. The original backup product was not aware of MGH&FC's VMware environment, so couldn't take advantage of any of the features it offered.

"We tried Data Protection Manager (DPM) 2010 as well as Dell AppAssure with less-than-impressive results", Ms. Perrott confided. "Reliability was a huge factor in both cases. There was no such thing as a fast restore. It would take close to an hour just to get the system ready to select a file or mail box for restores. The support was horrible and their differing levels of knowledge made it all the more difficult to understand anything at all. Now you know why we were quite adamant about wanting a backup and recovery solution that integrated with VMware." With no support for tape archiving MGH&FC had to procure another server just to write backup data to tape. Ms. Perrott summarized the situation, "We wanted a more robust reporting capability. In short, we needed a reliable backup solution that would work as advertised."

## The Solution

After extensive research including relying heavily on the experiences of others, especially the SpiceWorks community, MGH&FC narrowed the list of perspective vendors to those that could support MGH&FC's physical and virtual server environment, automate success/fail reporting, encrypt data at rest, provide deep integration with VMware, include WAN optimized replication, and archive to tape. [www.unitrends.com](http://www.unitrends.com)

Ms. Perrott explains, "We did our research and relied heavily on the experiences of others, especially the Spiceworks forums, to narrow down our list of contenders." MGH&FC approached major vendors including Veeam, but decided against a virtual only solution, since the hospital still had physical servers that required backup. Having multiple solutions, one for physical servers and another for virtual servers did not appeal to them. "We wanted a simple, single pane of glass.", Ms. Perrott disclosed.

The Unitrends Recovery-Series All-in-One appliance gave MGH&FC just that. Improved usability, reporting capability, encryption in flight and at rest, integrated replication, archive to tape and one hundred percent dependability. MGH&FC ultimately choose the Unitrends Recovery-Series 833 All-in-One backup appliance based on it's ability to meet the specific infrastructure and data protection requirements of the Hospital.

*“I love the simple management interface. I love how simple the reports are, and how much information you can get from the reports. This appliance has made it so easy for us to get dependable backups and maintain our HIPAA compliance, all in one place from a single product.”*

– Ms. Sara Perrott,  
Network Administrator II, I.T

### About Ms. Sara Perrott

Gifted with exceptional analytical skills and a passion for digital forensics, Ms. Sara Perrott has quite a penchant for grasping technical knowledge and putting it to practical use in the health care industry. Armed with certifications in CDRP, CCNA Security, CISSP, Tenable TCNU, TCPA as well as an MCTS in Configuring SharePoint, she is a data recovery professional in every sense of the word, all set to earn her MCITP in SharePoint Administration. While ethical hacking and malware analysis sparks her curiosity, it is her technical prowess in SharePoint, IIS and SQL environments at Mason General Hospital that allow ample room for out-of-the-box thinking in tackling data recovery.

The whole system was up and running in under an hour and backups kick-started from day one. Unitrends made sure that agent deployment, where necessary, were seamless, without the need to restart any servers. A huge plus for MGH&FC because they could not afford to take down a server at any point of time. Unitrends assigned a fully dedicated engineer for MGH&FC to take care of all queries over the first few weeks. Test backups and file level restores were accomplished in the blink of an eye and after installing Kroll, MGH&FC was able to test granular restores for SharePoint and Exchange as well.

### The Results

One of the biggest benefits MGH&FC realized with Unitrends is that backups do not fail. If a backup does fail, MGH&FC would automatically get an email specifying exactly what backup failed. The emailed report includes detailed information for each backup so MGH&FC can drill down into the detail of what failed, or succeeded with warnings.

Ms. Perrott explained, “One of the biggest benefits is the reliability of the Unitrends appliance, backups do not fail very often. When they do, we get an email right away letting us know there is a failure. Additionally, there is a roll-up email delivered in the morning that gives us a simple green ‘There were no failures’ or a red ‘There was 1 failure’ notification. The emailed report includes information for each backup so that you know exactly what failed or succeeded with warnings.” “This kind of reporting is immensely beneficial,” Ms. Perrott added. “Checking the backups now takes a fraction of the time it used to take.”

Unitrends also ensured that data restores and backups at MGH&FC are fast and hassle-free, greatly improving overall efficiency and dependability. “Restore points mount quickly and the Audit mode is a great feature that allows me to spin up a VM restore to ensure that it is complete and intact but without the networking attached so I don’t have to worry about it interfering with the production server. Exchange and SharePoint restores are all painless.”

**Are You Ready to Get Protected? Connect with us Today for a Customized Quote** 

### 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. Unitrends’ solutions are also sold through a community of thousands of leading technology partners, service providers, and resellers worldwide.