

CUSTOMER SPOTLIGHT

DATATEL HELPS PEACH TREE HEALTH IMPROVE IT RESILIENCY WITH DISASTER RECOVERY-AS-A-SERVICE

<https://www.pickpeach.org/>

INDUSTRY: HEALTHCARE



“OUR PREVIOUS SOLUTION REQUIRED MULTIPLE STEPS TO BE ABLE TO RESTORE, BUT NOW BECAUSE OF AXCIENT’S SIMPLICITY, IT’S LIKE HAVING A ONE CLICK RECOVERY. WE HAVE REDUCED OUR RECOVERY TIME OBJECTIVE (RTO) FROM DAYS TO MINUTES, GIVING US A TRUE BUSINESS CONTINUITY SOLUTION.”



Greg Stone
CEO
Peach Tree Health

NORTHEAST VALLEY HEALTH CORPORATION



WHO

Peach Tree Health is one of the nation's largest community health centers, focused on preventing and managing chronic health problems



SIZE

300 employees



LOCATION

Serving Northern California



IT ENVIRONMENT

13 virtual servers, 2 SANs, 10 TB of data

With increasing reliance on electronic records, Peach Tree Health was pressed to modernize its data protection and recovery strategy to ensure system availability and avoid application downtime. By engaging DataTel Consulting for a thorough search and evaluation process to select a new IT continuity solution to provide server failover capability, the Axcient Business Recovery Cloud was chosen for its lower total cost of ownership, superior user interface, and lower RTO.



PROBLEM

- » Previous backup solutions (mirror of Storage Area Networks to a colocation facility) protected the data but didn't allow for server failover
- » Strategic IT plan called for a solution to enable system failover to ensure continued access to electronic records
- » Needed the ability to perform routine disaster recovery testing and report results to auditors



SOLUTION

- » DataTel conducted a thorough selection process and assisted with the evaluation, selecting the Axcient Business Recovery Cloud solution
- » Protection of the virtual environment including data and applications with sandbox testing and detailed reporting
- » Web-based interface with intuitive dashboard for fast recovery



RESULTS

- » Reduced Recovery Time Objective from days to just minutes and – Recovery Point Objective from once a day to multiple times daily
- » Robust auditing, managing and recovery capabilities
- » Lower Total Cost of Ownership providing quick ROI

! GOING BEYOND DATA PROTECTION

With a highly virtualized environment, Peach Tree Health's backup and disaster recovery architecture was based on a legacy approach of mirroring the SANs to a co-location facility. Although the data was fully backed up and could be recovered when needed, Greg Stone knew that the plan had a major gap when it came to business continuity.

"We had the ability to recover data but if one of the virtual hosts were to go down we didn't have the capability to failover," explains Stone. "In case of a full site failure we wouldn't be able to continue operating and would have to wait until we had replaced the equipment and restored the data to continue doing business – something that could take days."

💡 KEY CRITERIA FOR BUSINESS CONTINUITY

As part of the strategic plan for IT, Stone looked at their disaster recovery and business continuity plans and decided it was time for a change.

"The more reliant we became on electronic records, the more vulnerable we were to potential IT disruptions. We needed a solution that allowed us to continue operating and for the providers to continue accessing patient information, even if our data center went down," says Stone.

For the evaluation process Peach Tree Health engaged DataTel Consulting, a premier provider of full-service communications and integrated CRM solutions, to lead the project. The key criteria for selection was:

- » The ability to backup data continuously, allowing for multiple restore points throughout the day
- » Straightforward, one-button restore for reducing the RTO
- » Centralized dashboard that gave visibility to protection and recovery operations as well as audit reports
- » An easy way to perform routine disaster recovery tests
- » The capability to easily failover servers for both production and sandboxed testing

Vendors evaluated included VaultLogix, EVault, and Axcient. "Axcient met all the criteria upfront," explains Stone.

“ **WHILE OTHER VENDORS APPROACHED DISASTER RECOVERY FROM A MORE TRADITIONAL PERSPECTIVE OF BACKUP PLUS A SECOND, TWO-STEP SOLUTION, AXCIENT WAS BUILT AS A CLOUD RECOVERY SOLUTION FROM THE BEGINNING, LIKE A SECONDARY DATA CENTER ON-DEMAND.** ”



Greg Stone COO
Peach Tree Health

📈 A SECONDARY DATA CENTER ON-DEMAND

"Being in the healthcare industry, we are obligated by contract to perform annual disaster recovery testing. With Axcient, we are able to perform unlimited tests at no additional cost in a sandboxed environment. No other vendor I know has this capability."

The company considers Axcient's easy recovery process and ability to failover locally and in the cloud additional benefits of the Axcient Business Recovery Cloud.

"The recovery process, ease of implementation, and built-in sandbox testing and auditing capabilities were far superior to other solutions," says Stone, adding that "Axcient had the lowest total cost of ownership and best ROI."