

OffsiteDataSync and Veeam Prescribe Secure Cloud Backup for Premise Health



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— Jason Weinstein
 Vice President, Data Center Operations
 Premise Health

INDUSTRY

Health care

COMPANY



Premise Health is the leading worksite health and patient engagement company in the nation. Their mission is to help people get, stay and be well - working with clients to create customized onsite, health programs that address the specific needs of organizations, their employees and employees’ families. Formed in 2014 with the merger of two industry leaders, Premise Health has designed health centers for hundreds of organizations over the past 40 years. Their centers offer convenient, affordable access to quality services. The company serves hundreds of the nation’s leading employers, including a significant number of the Fortune 1000. Based in Brentwood, Tennessee, Premise Health employs 4,500 people nationwide.

CHALLENGE

When two industry pioneers merged to create Premise Health, enterprise data backups doubled. Each company brought legacy backup to the union, but neither backup tool had the scalability required to back up and recover a massive amount of fast-growing data. Premise Health replaced legacy backup with Veeam Availability Suite for dependable, scalable backup, but one challenge remained: Find a trusted cloud partner who could help Premise Health meet industry regulatory requirements for offsite backup.

THE BUSINESS CHALLENGE

Premise Health provides health care where people work. By delivering high-quality onsite health and wellness programs that advance worksite health, increase patient engagement and improve health outcomes for employers and their workforces. In 2014, two industry pioneers merged to create Premise Health. Each brought legacy backup to the union, but neither backup tool could scale adequately to protect the massive amount of fast-growing data.

Data grows rapidly in health care. Research firm IDC cites a 48-percent increase annually in data worldwide. Health care data was 153 exabytes in 2013. By 2020, IDC expects data to be in excess of 2,300 exabytes.

Legacy backup had another drawback: Both tools backed up to tape and required agents, making backup and recovery slow and cumbersome.

“Legacy backup was a huge operational burden and an industry compliance headache,” said Jason Weinstein, Vice President of Data Center Operations for Premise Health. “We wanted to get away from 1970s’ technology requiring an IT department to spend excessive time managing thousands of tapes. There were too many manual procedures and people involved. The risk of losing a tape and jeopardizing security compliance was too great.”

Two U.S. laws define compliance requirements to protect patient data and guard against loss: the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH). If health care companies don’t comply with HIPAA and HITECH, they face financial penalties. In some cases, health care companies may also face criminal charges that can lead to reputational ruin and bankruptcy.

To avoid an operational burden and an industry compliance headache, Premise Health replaced legacy backup with Veeam® Availability Suite™. Veeam has what legacy backup didn’t have — scalability to ensure fast backup and recovery, no matter how large the virtual infrastructure grows.

Veeam also provides powerful and reliable functionality to help avoid catastrophic data loss. Veeam Cloud Connect moves backups offsite to a hosted cloud repository through a secure SSL connection. Companies can recover data directly from their backups in the cloud, or their cloud provider can recover on their behalf in an emergency, making disaster recovery (DR) more reliable.

“Our next step was finding a cloud partner we could trust to help us meet HIPAA and HITECH requirements for offsite backup,” Weinstein said.

THE VEEAM SOLUTION




Premise Health partnered with OffsiteDataSync, an expert in cloud backup and recovery, for help with offsite backup regulatory compliance. In the process, OffsiteDataSync and Veeam increased operational efficiencies by 80 percent and saved Premise Health the equivalent of two full-time employees (FTEs).

SOLUTION

OffsiteDataSync + Veeam Cloud Connect

Premise Health partnered with OffsiteDataSync to meet industry compliance for offsite backup. Powerful and reliable functionality in Veeam Availability Suite called Veeam Cloud Connect sends backup copies to OffsiteDataSync's private cloud through a secure SSL connection. Premise Health can recover data directly from cloud backups in minutes, or OffsiteDataSync can recover the data in an emergency.

RESULTS

-  Supports HIPAA and HITECH compliance
-  Increases operational efficiencies by 80 percent
-  Saves the equivalent of two full-time employees

ABOUT OFFSITEDATASYNC



OffsiteDataSync is a global provider of cloud services including Infrastructure-as-a-Service, Disaster-Recovery-as-a-Service and cloud-based backup. OffsiteDataSync was one of the first cloud providers to join the Veeam Cloud & Service Provider (VCSP) program and also one of the first providers to become a platinum partner. Founded in 2000 and privately owned, OffsiteDataSync has been recognized as one of the 20 Most Promising Disaster Recovery Solution Providers by CIOReview magazine and ranked as a Top 100 Global Cloud Service Provider by Penton Media since 2013. OffsiteDataSync delivers availability for the enterprise through the world's most advanced data centers based on Tier IV Gold-rated Switch LAS VEGAS multi-tenant/colocation data centers in Nevada, United States.



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"Deploying Veeam and partnering with OffsiteDataSync were two of the smartest decisions, we made," Weinstein said. "Our backup copies are safely offsite, yet available at a moment's notice. We're secure, compliant and ready to handle a disaster."

OffsiteDataSync and Veeam increased operational efficiencies by 80 percent and saved Premise Health the equivalent of two FTEs by eliminating excessive manual intervention and improving backup and recovery. Veeam backs up nearly 100TB on more than 500 virtual machines (VMs) in Premise Health's data center to Dell EMC Data Domain storage. Veeam also sends backup copies to OffsiteDataSync's private cloud through a secure SSL connection. Data is encrypted before it leaves Premise Health's network, in flight and at rest. Premise Health has full control over backups, and OffsiteDataSync guarantees recovery.

Weinstein said Premise Health was under a very tight deadline to move backup copies off site while maintaining HIPAA and HITECH compliance.

"We can't say enough about OffsiteDataSync's professionalism and get-it-done approach," he explained. "They were steadfast, patient and tremendously accommodating while helping us meet security and compliance requirements. OffsiteDataSync is as dependable as they are innovative."

Matthew Chesterton is Chief Executive Officer at OffsiteDataSync. He led the team helping Premise Health.

"Our goal was to create a highly scalable, geo-redundant cloud service for Premise Health so they'd have immediate access to their data 24/7 plus complete production capabilities in case of disaster," Chesterton said. "Our cloud capabilities combined with Veeam Cloud Connect give organizations an easy, secure and affordable way to move backups off site."

"OffsiteDataSync and Veeam offer a much better compliance footprint than legacy backup and dramatically reduced operational load," Weinstein said. "OffsiteDataSync is a great partner to us and a great partner to Veeam."

THE RESULTS

• Supports HIPAA and HITECH compliance

By supporting industry compliance, OffsiteDataSync and Veeam not only help Premise Health keep critical systems backed up, safe and secure, they also help increase brand credibility.

• Increases operational efficiencies by 80 percent

Veeam Cloud Connect moves Premise Health's backup copies to OffsiteDataSync's private cloud through a secure SSL connection. Premise Health can recover data directly from backups in the cloud, or OffsiteDataSync can recover the data, making DR efficient.

• Saves the equivalent of two full-time employees

By leveraging OffsiteDataSync's expertise in cloud services, Premise Health reduced maintenance and management costs while improving enterprise-level data protection.

ABOUT VEEAM SOFTWARE

[Veeam](http://www.veeam.com)® has pioneered a new market of Availability for the Always-On Enterprise™ to help companies solve the challenges of keeping their businesses up and running at all times. Veeam enables the Always-On Business™ with solutions that provide recovery time and point objectives (RTPO™) of less than 15 minutes for virtualized applications and data.