Veeam Availability Breathes New Life into Medical Clinic's Business Continuity Plan and Saves Nearly $200,000

"Our patients depend on us to meet their medical needs 24x7. Knowing we have access to their records at all times gives us tremendous peace of mind."

— Debra Bartel, FACMPE
Clinic Administrator
PDEC

INDUSTRY

Healthcare

COMPANY

PDEC
PORTLAND DIABETES & ENDOCRINOLOGY CENTER P.C.

Portland Diabetes & Endocrinology Center (PDEC) in Portland, Oregon, is one of the oldest and largest private endocrinology clinics in the United States. The clinic dates back to the 1920s when insulin first became available to treat diabetes. Today PDEC has two locations, serves thousands of patients and employs 48 people.

CHALLENGE

Data availability is critical to PDEC. Patients' conditions can be life threatening, so their health records must be available to physicians and staff 24x7. PDEC backs up data on site and off site as recommended by the 3-2-1 rule, but offsite backups became corrupted. Not only did PDEC need a better, more secure way to get backups off site, the clinic wanted to store them far from Portland because the area is prone to natural disasters, including floods and landslides.

THE BUSINESS CHALLENGE

PDEC physicians are leaders in researching and advancing the treatment of diabetes and hormonal disorders. They diagnose and treat hundreds of patients each week and participate in numerous clinical trials involving new medical treatments, drugs and devices.

Data availability is critical to PDEC. Patients' conditions can be life threatening, so their health records must be available to physicians and staff at any time of the day or night. That's why PDEC deployed Veeam® Backup & Replication™.

PDEC uses Veeam to back up 6TB on 6 virtual machines (VMs) on site and off site to adhere to the 3-2-1 rule, which recommends organizations maintain three copies of data, on two different media, with one copy backed up off site. Unfortunately, a corrupted disk off site caused PDEC to lose a day and a half of data. Fortunately, it wasn't patient data. That might have destroyed PDEC's reputation.

"That's when we realized it was time to look carefully at our business continuity strategy," said Debra Bartel, PDEC Clinic Administrator. "We needed to back up to a more secure second site to avoid data loss and ensure 24x7 access to patients' health records. Portland is susceptible to natural disasters, so that second site cannot be in the city."

Building and maintaining a secure second site was an option, but it was an expensive option, costing hundreds of thousands of dollars. PDEC sought advice from Convergence Northwest, Inc., an IT services provider based in Portland. Convergence's customers use Veeam with their on-premises just like PDEC. And like PDEC, they require 24x7 Availability of critical systems.

Karl Middlebrooks, vCIO of Convergence, told PDEC about Veeam Cloud Connect, which is part of Veeam Backup & Replication.

"Veeam Cloud Connect makes it easy for Veeam customers like PDEC to extend their backup infrastructure to the cloud," Middlebrooks explained. "And, Veeam Cloud Connect makes it easy for service providers like us to offer hosted backup repositories and disaster recovery (DR) services, giving us a new revenue stream."

Convergence isn't in the business of managing backups or backup infrastructures, so Middlebrooks sought a cloud partner. He wanted a partner that would provide the level of service his customers expect—at an affordable price.

"We chose iland for two reasons," Middlebrooks said. "iland met all of our criteria, and they were chosen by Veeam Software as the 2015 Cloud Service Provider of the Year."

THE VEEAM SOLUTION

Not only did Veeam Cloud Connect revive PDEC's business continuity strategy and support the clinic's ongoing digital transformation, Veeam also saved PDEC nearly $100,000 since it didn't have to build and maintain a separate DR site. Now PDEC has a complete set of backups hosted securely in iland's cloud. Patients' health records can be restored quickly and easily from any backup, making them available 24x7 to physicians and staff.

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SOLUTION

Veeam Cloud Connect + iland

Veeam Cloud Connect is an easy, efficient way for PDEC to get backups safely off site. Veeam backs up 6TB of data on 6 VMware vSphere VMs to iland's secure cloud. PDEC can restore data quickly and easily from any backup.

RESULTS

Delivers 24x7 Availability of patient health records

Saves $200,000 and helps avoid catastrophic data loss

Simplifies HIPAA compliance

ABOUT ILAND

With data centers in the United States, United Kingdom and Singapore, iland delivers the only enterprise cloud solutions in the market today with true innovation, transparency, intelligent management and advanced security built in. From scaling production workloads, to supporting testing and development, to disaster recovery, iland's secure cloud and decades of experience translate into unmatched service.

ABOUT CONVERGENCE NORTHWEST, INC.

Offering innovative cloud, security, disaster recovery, and managed services solutions, Convergence is the premier technology services provider of the Pacific Northwest. Convergence's people-centric approach to technology strategy and solutions drives business growth and agility for clients.

"Our patients depend on us to meet their medical needs 24x7," Bartel said. "Knowing we have access to their records at any time gives us tremendous peace of mind."

When lives depend on 24x7 Availability of data, healthcare organizations rely on Veeam. In addition to giving them access to the critical data they need at the exact moment they need it, Veeam helps solve their data security challenges.

Veeam's built-in encryption exceeds HIPAA guidelines. Veeam encrypts data before it leaves PDEC's network, in flight and at rest in iland's cloud. Recovery speed is well above standards with Veeam, and automated reporting simplifies proof of compliance.

Meeting HIPAA's requirements for multiple backup copies is easy too because Veeam helps healthcare organizations adhere to the 3-2-1 backup rule.

"Many healthcare companies think backup and DR to the cloud will be costly and complicated, but that's not the case," said Dante Orsini, SVP of Business Development for iland. "We've worked in the healthcare industry for two decades, so we understand healthcare IT. A cloud-based business continuity solution saves money and ensures critical IT systems are available—for the company and its patients."

"Veeam Cloud Connect is easy to explain, quick to deploy and so cost-effective for our customers and channel partners that we're able to close business rapidly and protect them from a range of catastrophes, from natural disasters to cyber threats to system failures."

THE RESULTS

- **Delivers 24x7 Availability of patient health records**

  Veeam Cloud Connect plays a major role in PDEC's business continuity plan. Veeam provides a fully integrated, fast and secure way to back up and recover from iland's cloud.

- **Saves $200,000 and helps avoid catastrophic data loss**

  PDEC saves 100s of thousands and avoids data loss by moving backups off site to iland's secure cloud repository. PDEC can access and recover data directly from the Veeam backup console.

- **Simplifies HIPAA compliance**

  The combination of Veeam's built-in end-to-end encryption, which safeguards health records, and fast, easy recovery, which ensures 24x7 Availability of data, streamlines healthcare compliance.

ABOUT VEEAM SOFTWARE

Veeam® 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.

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