

Case Study: St. Ann's Community

“We require a backup and recovery solution that can handle multiple office locations efficiently and elegantly with minimal overhead. Our tape-based backup system was outdated, cumbersome, and not meeting our backup windows. OffsiteDataSync brought a comprehensive solution to the table with full data backup and complete server redundancy.”

Karl Vanderstouw - Chief Information Officer & Corporate Compliance Officer, St. Ann's Community.



Case Study Overview

Company:

St. Ann's
Community

Industry:

Health Care
Services

Challenge:

Implement a robust data retention and disaster recovery service to protect offices in Rochester, NY

Solution:

OffsiteDataSync's Federal Information Processing Standards (FIPS) Certified Cloud-Based Backup and Disaster Recovery Solution

Benefits:

- Consolidated backup for multiple office locations
- Achieved network redundancy locally & off-site
- 42% reduction in backup costs
- 87% reduction in restoration times



St. Ann's Community Selects and implements OffsiteDataSync's Cloud-Based Backup and Disaster Recovery to protect 5 Terabytes of data and production servers throughout Rochester, NY offices.

Overview:

St. Ann's Community, Rochester New York's largest Senior Health Care and Housing provider selected OffsiteDataSync's Cloud-Based Data Retention and Disaster Recovery service to consolidate backup and recovery for office locations in Rochester, NY.

St. Ann's Profile:

St. Ann's Community is a Senior Health Care & Housing System providing a full continuum of care. With over 1,000 Residents on two campuses services include residential long-term and transitional care, retirement housing, assisted living, memory care, adult day programs, hospice care, and a geriatric outpatient primary care practice. St. Ann's is one of Rochester's largest private employers with over 1,000 employees including 113 registered nurses, 244 licensed practical nurses, and 244 certified nursing assistants. With nurses and office staff working around-the-clock, lost data can become an enormous liability. Rapid recovery from disaster, data loss, and data corruption was top priority when selecting a solution to protect information assets.

St. Ann's Objective:

Implement a unified data retention and disaster recovery solution that could efficiently backup and protect two locations and mobile users while providing around the clock protection for critical information.

St. Ann's is a health services organization consisting of roughly 70 laptops, remote offices, and approximately 20 servers in two datacenters. Both have been a challenge to backup consistently and seamlessly. As the organization's footprint grew, data growth exploded – reaching well beyond the capacity and capability of existing tape-backup units in place at individual offices. To protect an expanding organization, St. Ann's began to look for and ultimately select a robust, enterprise-class solution to protect information assets in all locations and guarantee recovery from disaster, deletion, and data corruption.

The Solution:

OffsiteDataSync's Federal information Processing Standards (FIPS 140-2) Certified Data Backup and Disaster Recovery solution.

St. Ann's Community selected OffsiteDataSync based on their expertise, proven ability to recover data and clear understanding of the health services market space.

“Our tape-based backup system was old, failing, and not meeting our backup windows. We looked to the cloud and found OffsiteDataSync.

They have a core competency in data protection and disaster recovery in mission critical scenarios. We felt that OffsiteDataSync was the only company qualified to protect our data with the level of proficiency necessary in our field” said Karl Vanderstouw, Chief Information Officer & Corporate Compliance Officer at St. Ann’s Community. “OffsiteDataSync brings a business-class recovery suite to the table that makes restorations fast, simple, and reliable. This includes quick file restoration and off-site disaster recovery so our offices can continue to work and function even in the event of a building or geographical disaster. Since turn-up of service with OffsiteDataSync we’ve called on restores for billing information, databases, and health information. The OffsiteDataSync Service has been 100% reliable, saving countless hours of restoration time. We rest easy knowing that our information is protected and in the hands of professionals.”

“Much like the growth of our organization, the data we create and protect at St. Ann’s Community has been on a growth trajectory that our tape backup system could simply not keep pace with. The requirement of several tapes per backup, manual intervention, agent software on every server and the unreliable nature of restoration were pressing us to find something more robust. We needed a solution that could handle our needs efficiently and elegantly with minimal overhead. OffsiteDataSync offers comprehensive data backup and complete server redundancy. ”

“Organizations count on us to provide information and access to information when it is needed most --which is precisely what we do.” said Matthew Chesterton, President and Owner of OffsiteDataSync. “We leave website building, equipment procurement and all other network services and support to respective professionals. We are the best in the business of data retention and disaster recovery because it is our core focus – it is the only thing we do and the only service we offer.”

“We’ve taken the time to understand health organizations - what their needs are, how they function and we’ve positioned our solution accordingly.

For example, we've developed a process that complies with the Health Insurance Portability and Accountability Act (HIPAA) which enables a health organization such as St. Ann's to protect all data by providing AES 256-Bit encryption, the strongest encryption allowed by the US government and also by controlling physical access to protected data. By adopting our solution, our clientele comply with this and other health mandates that have typically been cumbersome and costly to adhere to. We've spent years understanding our customer's needs, developing our process and fine-tuning them for health organizations like St. Ann's Community."

About OffsiteDataSync:

OffsiteDataSync delivers cloud-based data retention and disaster recovery solutions that offer effective and reliable enterprise-class data protection. OffsiteDataSync Cloud Backup and Disaster Recovery solutions are designed for IT constrained businesses and organizations with compliance mandates that remain unaddressed by traditionally unsecure, cumbersome tape-based solutions and alternate online solutions geared toward consumer-based data protection. With more than a decade of specialization in data retention OffsiteDataSync successfully protect millions of files and terabytes of data on a daily basis.