



Plan B's services deliver us a high level of comfort and takes away our doubt about the availability of our systems should things go wrong."

Sanjesh Singh,
Information Systems Manager for
Radius Residential Care

Key Outcomes

- Offsite backups with 1 hour Recovery Point Objective (RPO)
- Tested and proven ability to recover from backup
- Backup & testing managed by independent provider
- Access to standby equipment for recovery
- Compliance with stakeholder backup & recovery objectives



Business Continuity Specialists

Building a strong continuity & recovery programme to replace backup tapes

Radius Care relies on access to centralised systems to deliver the best possible service levels to residents of its care facilities.

Situation

Radius Care is a New Zealand owned and operated company, established in 2003 to meet New Zealand's growing demand for aged care and associated health care services. The company is one of the leading specialist health care providers in New Zealand with a focus on best practice in all areas of the organisation.

Its 20 locations rely on access to centralised IT systems to ensure residents and the wider community receive the levels of care they expect.

The Business Challenges

Radius Care was using a tape-based system to ensure critical data was taken off site each day. By mid-2014 this was no longer providing sufficient assurance around the company's ability to protect and recover its growing IT environment. The business had a high reliance on internal staff and potential for a single point of failure.

Radius Care looked for options that would deliver:

- Scalability to handle the level of data growth while managing costs
- Reduced risks associated with its backup and recovery process, including reviewing manual intervention, backup frequency and frequency of offsite data transfers
- Better protection from unpredictable events such as hardware failure, power outage, fire and earthquake.
- Improved compliance with business continuity best practice

It was agreed that the company required more frequent offsite backups and the ability to access a secondary server environment for DR purposes. Plan B was able to provide a solution that delivered these outcomes, made sense from a cost perspective and delivered additional recovery assurance.

The Business Implications

If an unplanned event made Radius Care's centralised system unavailable its 20 care facilities would lose access to the support office, which is the hub of the business.

In the short term, this would impact on the ability to provide care and would delay billing processes. An extended outage could negatively impact Radius Care's relationship with residents, families and other providers, not to mention the company's reputation and market position as a leader in aged care.

For a business with a focus on providing the best care possible, and for observing best practice, any loss in access to critical systems would be unacceptable.



Plan B really understood the risks and provided the level of detail I needed to choose the best solution for us.”

Sanjesh Singh,
Information Systems Manager for
Radius Residential Care



The Solution & Business Benefits

Plan B provides Radius Care with a business continuity solution that allows the company to better meet its recovery objectives, including:

- **Online Backup** to limit potential data loss by providing a fully-managed service that checks that backups are run successfully and regularly transfers them offsite. The service for Radius Care creates hourly backups to an onsite MediaAgent, with copies of each backup securely transferred to Plan B’s private cloud. Daily reporting and access to an online portal ensure the company has visibility of the latest backups.

Radius Care now has peace of mind that its backup is automated and on the hour, most importantly for its critical SQL logs and Exchange data. The business can also restore individual files from the local MediaAgent or secure web portal for rapid self-recovery.

- **Long-term Data Backup** as part of the Online Backup managed service ensures older data is transferred to more cost-efficient tape media and securely stored for up to 7 years within an archive environment.

Radius Care is not paying a premium to store its historical data in a high-availability environment, but the company’s older data can be accessed when required.

- **Server Recovery Exercises** to independently test Radius Care’s ability to recover, and ensure backups have no unexpected issues. This regular testing also means Radius Care has a good idea of the likely recovery timeframes for individual servers.

Radius Care is confident that rigorous recovery testing is being done that meets its compliance requirements and allows the management team to “sleep at night”. The process is straightforward and there are clear outcomes showing what happened and whether anything could be improved in the production environment to improve future recoveries.

- **Standby Equipment** to ensure Radius Care can access servers quickly to recover if the company’s normal environment is unavailable. This service also provides protection if the company is unable to use standard hardware warranties to access replacement items in the required timeframes.

Radius Care knows that if there is a catastrophic failure affecting its server hardware it will still have a known recovery time. This is an important part of its continuity programme to ensure recoverability as equipment can be requested immediately to start recovery.

Radius Care chooses partners who are the best in what they do. The company chose Plan B as the best in Business Continuity.

For further information, please contact Plan B:

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