HEALTHQUEST

HEALTHCARE FACILITY BOOSTS IT RESILIENCY WITH CLOUD-BASED DISASTER RECOVERY SOLUTION

Annese, CloudEndure, & AWS Form a Perfect DR/Cloud Trifecta

> "We knew that our biggest challenge would be to get our mixture of physical servers to fit seamlessly in a disaster recovery strategy. The ease with which we have been able to manage this mix has been one of the key benefits."
>
> —Rob Gilliland
> CTO, Health Quest

OBJECTIVE:

Health Quest partnered with Annese to find a cloud-based disaster recovery solution that could support its mix of physical and virtual servers. Ths included CloudEndure Disaster Recovery (DR) with full AWS integration for 255 servers.

SUMMARY:

Health Quest was facing an upcoming hardware and licensing refresh of its eight year old secondary data center. Health Quest sought a cloud solution that could help avoid the capital outlay for the hardware/licensing refresh and support their growing DR needs.

BENEFITS:

› Cut disaster recovery costs in half

› Decrease Recovery Point Objective (RPO) to two minutes

› Enjoy smooth implementation on chosen cloud platform, AWS.

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In the healthcare industry, many systems operate interdependently, which make it difficult to achieve IT resiliency. With HIPAA (government regulations about medical information) requiring all services to be covered by a robust disaster recovery plan, healthcare organizations today are facing significant challenges for supporting new technology.

With more than 6,000 employees, Health Quest supports award-winning hospitals and highly-ranked specialty care across the Hudson Valley of New York. The organization's services are focused on providing an accessible continuum of care.

"Eight years ago, we implemented a small secondary data center for disaster recovery. We had a disaster recovery strategy, but it wasn't a comprehensive one," said Rob Gilliland, CTO at Health Quest.

While the organization was able to protect 200 servers with its secondary disaster recovery site, the strategy was not sufficient for about another 100 client servers. Based on their previous strategy, the solution would have been to purchase 50 to 60 new servers. However, because the old strategy and infrastructure were never able to achieve the four-hour Recovery Point Objective (RPO), the Health Quest team partnered with Annese to find a cloud-based disaster recovery solution that could support its mix of physical and virtual servers.

The pressure of HIPAA compliance led Health Quest to evaluate a few different cloud solutions that could enhance its disaster recovery. "We needed to make sure that, because we aren't a huge IT shop, if we picked a vendor, we'd be able to use managed services to ensure our systems are replicated properly and that the environment is healthy," said Gilliland.

The team compared solutions and determined that CloudEndure would fit the bill. The proof of concept process included Health Quest choosing a few of its critical applications and deploying them in the Amazon Web Services (AWS) Cloud. Annese worked closely with Health Quest throughout the process which enabled the IT team to spin up systems and infrastructure using CloudEndure without any data loss or application access issues.

After the successful proof of concept, Health Quest moved forward with implementing CloudEndure Disaster Recovery on 255 servers, including multiple checkpoints for point in time recovery.

Since implementation, Health Quest has reduced the size of its secondary data center so that it is only responsible for a small subset of disaster recovery. "The majority of our disaster recovery is sitting in the cloud," said Gilliland. "This downsizing has already resulted in about 50% cost savings." Moreover, now that CloudEndure has become part of normal operations, Health Quest's Recovery Point Objective (RPO) has dropped to two minutes in most cases. Another key benefit that Health Quest has enjoyed is the single pane of glass interface. In the past, coordinating disaster recovery testing was time consuming—sometimes taking several weeks as the IT team managed recovery issues.

Rus Healy, Chief Technology Architect at Annese, added: "In the case of applications with hard-coded IP addresses, we suggest configuring the blueprints to recover machines with the same IP addresses they have on-premises."