

Case Study

Migrating Major Healthcare Provider's Managed Backup to Azure using Commvault



Client

Healthcare provider

The CBTS client is in the top ten highest revenue generating companies in the United States. The client supports community patient care delivery systems to advance the quality, science and technology of healthcare. The client builds connections that make healthcare smarter, creating intelligent networks that expand access, reduce waste, and bring people and information closer together. Through supplying the resources, support, and technology to all types of healthcare organizations, the client's mission is to deliver a comprehensive offering that enables their clients to create efficiencies, new standards, and a world of better health.

Challenge	CBTS solution	Results
<ul style="list-style-type: none"> • Client had issues with successful completion of nightly backups of patient records. • Client wanted to change the way they were consuming IT with a modern, efficient cloud based solution. 	<ul style="list-style-type: none"> • Managed backup to Azure using Commvault. • CBTS 24x7x365 monitoring, maintenance, management, and support. • CBTS certified backup specialists ensure daily backups are complete and if an issue is identified or the backup is incomplete, we automatically redo the backup. 	<ul style="list-style-type: none"> • Operational cost reduction. • Managed backups to Azure resolved issues with nightly backups. • Burden on internal IT staff is lightened with CBTS 24x7x365 monitoring, maintenance, management, and support. • Patient records are more secure and regularly backed up to the cloud. • Able to address stringent patient records compliance and regulatory requirements.

Challenge

CBTS originally began speaking to the specialty health provider in regard to replacing their antiquated storage infrastructure that was running in their existing data centers. Through the discovery and assessment phase of the engagement we discovered that they were having numerous issues with their clinic's ability to successfully perform backups on a nightly basis, which is critical considering they are dealing with patient records. The client also wanted to change the way they were consuming IT through a modern cloud based data protection that would still address compliance and regulatory requirements. The conversation quickly shifted to our managed backup capabilities, and over the next few weeks, we worked closely with their team to develop a comprehensive strategy and roadmap.

CBTS solution

Through in-depth consultation, and actively listening to what the client was being challenged with, our team of experts went through the exercise of illustrating a managed offsite cloud backup option that would get them out of the backup business altogether, and leverage the power of the public cloud. The client used Microsoft as their operating system, so the CBTS Managed Backup to Azure using Commvault was the perfect solution. We were able to get inventive and customize backup packages based on the size of their individual clinic locations. Finally, we did a detailed and successful proof of concept, guided by CBTS experts, to show the client that we could deliver the solution as presented and how data encryption built within the solution will help them address the industry's stringent compliance and regulatory requirements. The initial rollout of the Managed Backup to Azure included 50 locations out of the potential 700 clinics. The solution provides the client with the ability to make simple restorations on their own through a self-serve portal if they choose to while our experts provide them with 24x7x365 monitoring, maintenance, management, and support.

Results

CBTS had an existing trusted relationship with the client, which enabled us to work closely with their team to develop an initial scope to help guide the client to the right solution. Working as a team, CBTS product and technical architects brought a level of financial flexibility, creativity, and responsiveness that met the client's needs while detailed project management and expertise served as crucial elements leading to the successful outcome of this project. Our ability to holistically understand the client's needs and requirements, and tailor solutions to meet them, paired with our extensive experience in providing services to the healthcare industry, helped us achieve the desired results in a fraction of the time. Our proof of concept demonstrated success, which we were able to realize. The client now has reliable backup streams without interruption and can make simple restorations on their own for the initial 50 locations.