COBALT IRON CASE STUDY

Compass™ Ensures Data Backup Gets a Clean Bill of Health Across Multiple Health Care Sites

CUSTOMER
Large health care provider

INDUSTRIES
Health Care

SOLUTION
Cobalt Iron Compass

BENEFITS
Cloud-based SaaS data protection application that leverages analytics and automation to eliminate inefficiencies, reduce complexity and improve performance while reducing CapEx and OpEx costs.

SMART.
SECURE.
AUTOMATED.

cobalt IRON®

Summary

Data protection for sensitive information across an entire health care organization is an imperative but complicated task — one that has grown so complex that traditional data protection infrastructures are no longer efficient or reliable. Compass is a cloud-based SaaS application that utilizes analytics and automation to eliminate the complexity and poor performance normally associated with legacy backup solutions spread across remote locations, reducing risk and saving CAPEX and OPEX costs in the process.

The Backup Situation in Health Care Today: Consolidation Breeds Complexity and Risk

Whether it's a single, independent medical practice or a large, integrated health care system (encompassing multiple hospitals, clinics, long-term and rehabilitative care facilities, pharmacies, medical practices, and more), a health care company must protect its data across the organization, no matter how many sites there are or where they're located. These institutions must manage their data — patient medical and billing records, financial and operating records, research, communications, human resources, and other business information — in a highly sensitive, highly regulated environment. Add to the equation the fact that many of the remote sites do not have the necessary IT resources to manage local backup processes effectively, and the problem only gets worse.

Today, health care providers must grow to survive, which involves bringing these remote locations under one umbrella to be managed by centralized IT services. With this process comes many problems in effectively supporting those environments. Using conventional data protection solutions to handle these environments is no longer sustainable because inefficiency, poor performance, and complexity leave too many gaps that put the data — and the provider's compliance — in jeopardy, so a new model is needed.

> *"Deploying the Cobalt Iron solution was a snap. We dropped in the solution, added power and network connectivity, and it was working in less than 15 minutes at our remote sites. Our implementation schedule was reduced by 75%!"*
>
> **IT Delivery Manager**

80%

elimination of the day-to-day administrative functions needed to run daily backup processes and support the backup infrastructure.

Case in Point

A nationally known, large health care provider with hundreds of facilities serving thousands of patients was experiencing many of the problems typical of growing health care organizations that are consolidating their IT services. Regulatory pressure to keep data safe and secure for compliance with HIPAA, GDPR, and other regulations; lack of technical resources at remote locations; and tightening budgets were part of the problem. The intricacies of managing a distributed deployment led to poor performance (low backup success rates) and inconsistencies in data protection (policies not consistently applied due to human error), and the fact that data was growing too fast and becoming more complex to backup (more applications, larger databases, etc.) only added to the complication. This led to the health care provider's IT department missing critical SLAs – and management asking why.

The health care provider's data protection environment needed an overhaul. Rather than simply outsourcing its data protection, the customer wanted to move to an "as a service" model that would use always-current technology to truly modernize its environment and continually improve backup performance. The solution would need to integrate easily into the provider's existing public cloud deployment and existing processes, such as reporting and billing, and provide a simple, holistic view of the data situation at all sites at all times.

The answer for this health care customer was Cobalt Iron's Compass.

Reliable, Simple Multi-site Backup

The customer has been using the Compass solution for years now delivered by a large strategic outsourcing partner providing Backup as a Service. The solution delivers on-premises data protection for 256 hospital and remote locations that replicate to the customer's public cloud site for resiliency and disaster recovery purposes.

Compass has delivered benefits far beyond what this health care organization could have achieved with its legacy data protection solutions, including:

- Simple-to-use, single-pane-of-glass management of its entire remote landscape
- Lower cost software-defined hardware infrastructure versus more expensive purpose-built backup appliances
- Improved data protection performance using analytics and automation to drive higher backup success rates
- Dramatically more efficient bandwidth utilization with "incremental forever" backup process, client-side deduplication, and compression and traffic shaping capabilities
- Improved reporting and auditing capabilities that provide better insight into data protection utilization, performance, and trends
- Integration with reporting tools, including custom integration with internal billing codes, for seamless automated bill-back capabilities

In addition, Compass was rolled out to all locations within six weeks, versus the six months the customer was expecting. Hardware was shipped preconfigured and required only simple rack-and-stack installation. Once the hardware was bolted into the rack and connected to power and network, Compass took over and has been running continuously ever since.

SaaS delivery, with analytics and automation-driven performance, ensures that these organizations are always getting enterprise-class data protection that meets all of their regulatory requirements.

Not only has Compass vastly improved this health care organization's backup situation and reduced its risk, but it has helped the organization save money in capital expenditures by using software-defined storage versus expensive, purpose-built backup appliances. Thanks to a more efficient design that leverages a SaaS delivery model, this company has been able to reduce costly over-provisioning of hardware and software.

The organization has seen measurable savings in operational expenditures as well. Compass has improved OPEX by eliminating up to 80% of the day-to-day administrative functions needed to run daily backup processes and support the backup infrastructure.

What does this mean for the health care industry?

The Compass solution was built for multitenant environments, making it perfect for health care organizations large and small that are looking to eliminate the complexity of providing data protection to their remote hospitals, clinics, and medical practices while maintaining enterprise-class SLA performance.

Cobalt Iron's SaaS delivery, with analytics and automation-driven performance, ensures that these organizations are always getting enterprise-class data protection that meets all of their regulatory requirements.

The flexible deployment model means they can add new remote sites easily using the most efficient solution design (physical, virtual, and agent only) for their situation, and seamlessly move workloads to public and private clouds.

Whether for two clinics or a 300-site hospital system, Compass lets health care organizations put technology to work to drive better backup performance across all remote locations.

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