CASE STUDY

Managed Backup, Vaulting, and Rapid Recovery

Enhancing Data Security and Resilience for a Healthcare Sector Enterprise with In Balance IT

Executive Summary

A regional enterprise operating in the healthcare sector, specializing in invoicing and fund collection, recognized the need for a reliable backup system. The existing system, which had been acceptable when the enterprise was smaller, became unwieldy and lacked crucial business features as the company grew. Additionally, the outdated backup software provided no protection against threats like ransomware. In Balance IT stepped in to address these concerns and provide a solution that would streamline backup management, enhance data protection, and enable rapid recovery.

Introduction

The company operated in a regulated industry and handled confidential patient healthcare and private financial data. They required robust data protection measures to ensure compliance and safeguard sensitive information. In addition to cost reductions, the enterprise sought a more robust backup software and hardware solution, along with the ability to duplicate data to a secure location to guarantee data integrity in the event of a cyber attack. Their goal was to identify the most recent clean backup and recover it in a fresh and secure environment following an attack.

Challenge

In Balance IT conducted a comprehensive assessment of the company's current environment and their desired future state. Initially, the company relied on outdated backup practices, such as backing up data to tape drives using an outdated version of BackUp Exec and physically moving the tapes offsite. This approach became labor-intensive, prone to human error, and unable to meet the company's evolving needs for cost-efficient data integrity and resilience.

Summary

Company
A Regional Enterprise

Type
Healthcare

Challenge
The company operated in a regulated industry and handled confidential patient healthcare and private financial data. They required robust data protection measures to ensure compliance and safeguard sensitive information.

Solution
In Balance IT provided the enterprise with a robust backup and recovery solution that complied with HIPAA and PCI regulations, ensuring security and recoverability.

Results
Through the In Balance Vaulting Service, the enterprise successfully achieved robust cyber protection and recovery capabilities.
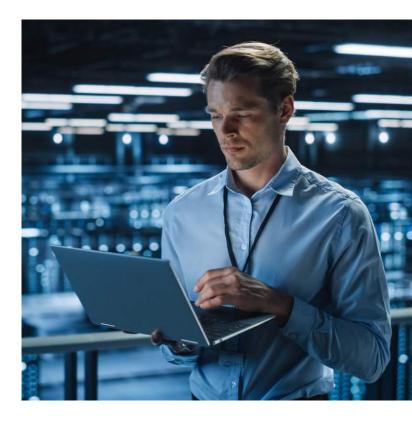
Alternatives and Decision Criteria

Maintaining the status quo was not a viable option, as the existing system did not align with the company's requirements, customer expectations, or industry standards. In Balance IT explored two alternatives:

1 **Option 1:** Proposing a new backup and recovery solution by leveraging products from multiple software and hardware vendors. This included the latest edition of Veritas Backup Exec, Veeam, Exagrid, Cohesity, and a customized storage system designed exclusively for the company's needs, equipped with replication capabilities.

2 **Option 2:** Presenting the In Balance IT Vaulting Service as an alternative. This service was tailored to meet the company's specific Recovery Point Objectives (RPO), Recovery Time Objectives (RTO), security concerns, replication requirements, and recovery considerations.

Solution

In Balance IT provided the enterprise with a robust backup and recovery solution that complied with HIPAA and PCI regulations, ensuring security and recoverability. Their automated and fully managed backup service, following the Sheltered Harbor security framework, included replicating critical data to an offsite vault for added protection. The service offered secure recovery of applications and data to a designated recovery zone or a clean environment. The In Balance Vaulting Service provided a simple, scalable backup and recovery solution customized to the client's needs, without requiring any capital expenditures. The solution guaranteed data safety, timely recovery, and the highest level of data security for backup data.

Results

Through the In Balance Vaulting Service, the enterprise successfully achieved robust cyber protection and recovery capabilities. In Balance IT simplified the complex process of recovering from a cyber incident, leveraging their expertise and experience to provide a streamlined and manageable solution. By closely collaborating with the client, In Balance IT designed a solution that aligned with their budget, business needs, and technical capabilities. The In Balance Vaulting Service surpassed the client's cyber protection requirements, providing them with comprehensive data security and peace of mind.