

Leading Health Provider Simplifies Data Management, Reduces Backup Protection Time by 50% with Cohesity

INDUSTRY

Healthcare

USE CASE

Backup and Recovery

COHESITY SOLUTION

Helios Multicloud Data Platform

DATA SOURCES

AIX, SQL, Linux

TECHNOLOGY PARTNERS

Epic, VMware

CHANNEL PARTNER

CDW

Data is improving healthcare outcomes. From medical record scans to billing reports, information empowers healthcare providers to better serve its patients. A top five health system undertook an initiative to modernize its data management so its data is always available to make a difference in someone's health and IT stays within budget. The healthcare provider replaced costly legacy point products with the Cohesity multicloud data management platform, significantly reducing IT manual operations, such as managing protection jobs and backup tickets, as well as providing peace of mind with early, machine learning-driven ransomware detection and rapid recovery.

Challenges

The provider operated a complex backup environment that included a number of legacy point products—EMC Networker, Avamar, and Data Domain. The complicated-to-manage collection of technologies made it difficult for everyone on the healthcare provider's small IT team to take ownership of backup and storage administration. As costs were rising to upgrade its existing products, the IT team began to explore modern data management options that could simplify operations while keeping costs low.

Key Benefits

- 50% time savings building schedules, policies, and protection jobs
- Eliminated three legacy point products
- Peace of mind with anomaly detection that helps prevent ransomware

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“Simplifying our healthcare IT operations and lowering our costs were primary drivers behind modernizing our data management. Cohesity exceeded our expectations, giving us a backup solution that we could then use later as an archival and a file and object solution. It's saving us considerable time and giving us peace of mind.”

– Senior Technical Specialist - Backup/Storage

Among IT leaders' concerns in choosing a new solution was whether it would be able to support the Epic environment that runs the majority of the business. At issue was a new solution's ability to move a lot of data from Epic quickly and perform a full recovery fast, if needed.

Solution

The process to update the environment began with an evaluation of modern data management solutions from Cohesity, Rubrik, Druva, and Veeam. Specifically, the organization selected Cohesity over Rubrik because Cohesity offered more features and functionality, including the ability to recover multiple VMs with a click of the button, support for Epic Cache and AIX workloads as well as an openness to co-develop capabilities, and non-disruptive upgrades. Cohesity's native integration with all of the leading hyperscalers and comprehensive, built-in functionality to simplify backup and recovery—from ease of install and use to the ability to extend to cloud—were also key drivers in the selection of Cohesity.

Cohesity has eased IT administration by streamlining backup schedules, policies, and protection jobs. The multicloud Cohesity platform includes an auto-detect and auto-protection feature that ensures the provider is backing up all systems, except those that IT tags as exceptions. During the migration process, IT staff discovered some systems that mistakenly were not being backed up, which could have resulted in data loss if there had been a failure. In the past, IT received and managed a request for each new job from the VMware team and would check to ensure existing backup products were performing appropriately. IT had been unable to use tagging capabilities with its previous products.

"Cohesity discovers and adds new systems automatically so even before we check the ticket, a build may have been backing up for a couple of days. Pretty soon we're just going to tell that team to stop sending us tickets," says a Senior Technical Specialist-Backup/Storage. "Cohesity is very easy compared to managing protection jobs in previous solutions. I think it's reduced our time managing jobs by 50 percent."

Cohesity further cut through complexity by enabling everyone on the IT staff to manage the environment from a single pane of glass. From anywhere, team members can manage the Cohesity clusters to back up virtual and physical server workloads as well as databases running in each of the healthcare provider's two data centers.

Global actionable search is a Cohesity feature enabling rapid recovery that the organization now takes for granted. When database administrators, for example, need to perform a recovery, they only need to know the database name to find it instantly. Previously, IT had to know the exact location and then drill down to that location to discover those files.

Because ransomware is so prevalent in healthcare, the IT team finds value in Cohesity's machine learning-based anomaly detection. Cohesity immutable snapshots and DataLock protection (WORM)—preventing data expiration and anyone from deleting data prior to a specified date—gives the organization peace of mind in its defense against ransomware attacks.

"If ransomware hit several days ago and all of the systems were getting encrypted, we know that we have immutable snapshots so our backup is protected and we can jump back to at any point in time. And if we've 'data locked' that data on the cluster, it's not going anywhere. We're safer," says the Senior Technical Specialist-Backup/Storage.

Today, IT staff sends large files, images, and other servers for replication and protection to Cohesity because it does block-based system backup. In the future, the healthcare provider plans to leverage the Cohesity software-defined platform for file and object services.

"We brought Cohesity in as a backup solution but believe we can extend it as an archival solution for rolling data out of our NAS, then as a file and object solution, even replacing our Isilon system. With all of our workloads now going into Cohesity, I also would like to work on app enablement, using the different scanning tools in the Cohesity Marketplace such as antivirus that Cohesity runs", says Senior Technical Specialist-Backup/Storage.

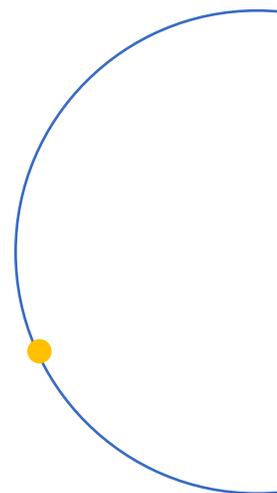
Results

The organization replaced three, disparate point products with the single, Cohesity multicloud data platform, simplifying its backup and data management while ensuring it never misses the backup of an important patient record, bill, or report. Cohesity's performance on Epic exceeded performance expectations for its large—34TB—database.

In addition to streamlining management of protection jobs by 50 percent, Cohesity automation has enabled a member of the IT staff to redirect approximately four hours of manual time spent each month managing tickets to more productive tasks.

This healthcare provider is achieving the following benefits with Cohesity:

- 50% time savings building schedules, policies, and protection jobs
- Hours a year of manual time redirected to more productive IT tasks
- Epic performance exceeded expectations
- Eliminated three legacy point products
- Peace of mind with anomaly detection that helps prevent ransomware



Learn more at [Cohesity.com](https://www.cohesity.com)

COHESITY

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