



Texas Healthcare System Protects Against Ransomware, Plans for Data Growth with Arcserve UDP Appliance



INDUSTRY: Healthcare

COMPANY: Texas healthcare system

EMPLOYEES: 3,000

This Texas healthcare system provides quality, patient centered care in a Christian environment to all who need it.

CHALLENGE

The healthcare system had outgrown its data protection solution; it needed a cost-effective upgrade that could both be maintained by a limited staff and accommodate future data growth.

SOLUTION

The Arcserve UDP Appliance not only provided a state-of-the-art solution capable of rapidly restoring data, but delivered the capacity to protect the healthcare system’s projected data needs for the next three years.

BENEFIT

With upgraded capacity and a new all-in-one data protection appliance, the healthcare system can now run complete backups multiple times per day, enabling faster recovery from future ransomware attacks or data loss events.

BUSINESS

Pursuing excellence while providing care in a faith-based environment

This award-winning Texas healthcare system offers nearly 500 beds and admits almost 17,000 patients each year. Throughout its more than 60 years of operation, it has pursued excellence through innovation. Now 3,000 employees-strong, the healthcare system is dedicated to providing quality health services in a Christian environment.

CHALLENGE

Provide rapid recovery from ransomware attacks and plan for data growth

Continuously incorporating the latest in medical technology means the healthcare system’s data protection needs are constantly growing, too. And, through it all, the organization has remained an Arcserve customer.

That’s because Arcserve has proven its value again and again, enabling the healthcare system to successfully face down four ransomware attacks in the last year and a half. The system’s IT Network Administrator said the frequency and severity of attacks impressed the importance of maintaining top notch data protection upon the hospital’s administration.





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IT Network Administrator



“The last ransomware attack was unbelievably major,” the IT Network Administrator says. “The last one hit 45 different servers, spread itself, and just went crazy.”

The attack was so severe, in fact, that it attracted attention from top company leaders.

“The executive suite actually moved into my office for a period of time, if that tells you anything,” he says. “I’ve got the CIO in one chair. And, I’ve got the CFO in another chair—on the phone with the CEO. This was Ground Zero, because I do the backups.”

The healthcare system’s nightly backup routine, executed by its Arcserve backup and recovery appliance, was its only defense against the ransomware attacker. The IT Network Administrator said it empowered him to restore the backup from the previous night, losing only a few hours’ worth of data.

Ransomware attacks have been just one of the data disasters this healthcare system has faced. Physical servers have also failed, erasing all of the data they held. But the IT Network Administrator said his past recovery experiences with Arcserve solutions have been simple and straightforward.

“We’ve had to recover entire servers,” he says. “We’ve had to recover data on servers that didn’t exist anymore. Recovery took no more than 24 hours, in most cases.”

The healthcare system is currently protecting 38TBs of usable data in a hybrid environment that includes 200 on-site physical servers and 130 virtual servers. Before upgrading, though, the healthcare system was running up against the capacity limits of its existing Arcserve backup and recovery appliance; it was time to upgrade.

“Planning for data growth was our primary challenge,” he notes. “And our second challenge was that our current hardware was about five years old. I get nervous around the third year.”



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SOLUTION

More frequent backups and expanded storage from an all-in-one data protection solution

Working with both their managed service provider, Insight, and their Arcserve representative, the healthcare system learned it would be more cost-effective to replace their old solution outright than to renew and upgrade their existing solution to meet both current and future data needs. They chose the Arcserve UDP Appliance 8400.

With the new UDP appliance, the healthcare system now has a capacity of 56TB, which more than covers its current data storage needs, and factors in three years of data growth. The additional capacity will now also enable the IT Network Administrator to run multiple backups each day. And, these more frequent backup routines will reduce the healthcare system’s recovery point objectives and data loss risk.

The IT Network Administrator said he didn’t even consider looking at other data protection vendors when he determined it was time to upgrade.





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"I certainly wouldn't do anything but Arcserve," he states. "I can't imagine anything else being any better."

BENEFIT

Peace of mind and a long-term solution

By protecting the healthcare system's data with Arcserve, a proven solution that has allowed the organization to successfully restore data after four ransomware attacks, the IT Network Administrator approaches his work with renewed confidence and peace of mind. Additionally, the new appliance featured a maintenance plan that included a full hardware replacement after three years.

In his 12 years serving the healthcare system, the IT Network Administrator also said his Arcserve customer experience has consistently improved with each new solution, from hands-on customer service to attentive reps who offer efficient solutions.

He says, "To actually have some of their top technical people literally sitting in my office going, 'Okay, this is how this works. This is how you should do this. This is what to expect here,' that just spoke volumes to me about the kind of service you guys have."



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