

# Allies Healthcare Ensures Secure Data Recovery

## With transition to a cloud-based backup and recovery solution

### SUMMARY

Allies, Inc., a nonprofit organization located in Hamilton, New Jersey, was a longtime user of tape based backup and recovery until it began to face data privacy challenges and the complicated data recovery processes that overwhelmed IT support capabilities. To address these issues Allies, Inc. turned to Razor Technology to implement Asigra's cloud-based data recovery solution for end-to-end data protection. As a result, Allies, Inc. now enjoys simple and secure backup and recovery that has freed the organization from insecure and time consuming backup processes.

### CUSTOMER OVERVIEW

Allies, Inc. is an accredited nonprofit agency dedicated to providing housing, healthcare, meaningful employment, and recreational opportunities to people with special needs in the communities of their choice. Since 1999, the agency has been enriching the lives of people with special needs by promoting their greater independence with dignity, respect and understanding. Allies, Inc. works one-on-one with families to design a comprehensive assistance plan that meets their specific requirements and goals. Allies, Inc. takes great pride in designing programs that are as individualized and unique as the people the organization serves.



### BUSINESS SITUATION

For several years, Allies, Inc. had been using Symantec BackupExec for tape backups to protect its server data across its IT environment, but this method revealed several issues. A major concern was the security of backup tapes during transport to off-site repositories, especially since protecting personally identifiable information (PII) was a priority.

The tape backup process was complex and time-intensive, consuming valuable IT resources. Manual labeling, categorization, and transport left the tapes vulnerable to unauthorized access. In case of data loss, retrieving the tapes and locating the missing data could take 12 to 24 hours, highlighting the need for a more secure and efficient backup solution.

## SOLUTION

As a customer of Razor Technology, an end-to-end infrastructure solutions provider, Allies, Inc. sought the provider's expertise in backup and recovery to explore suitable options for their operational requirements. Following a thorough evaluation, Allies, Inc. chose Asigra Cloud Backup™, the top agentless cloud-based backup and recovery software, as their preferred platform for its IT environment. This decision was influenced by the product's robust security features, impressive recovery performance, and user-friendly operation. Additionally, the organization appreciated its operational efficiency and scalability.

Asigra's agentless software architecture provides simple deployment and hands-free management while offering advanced features that include global deduplication, automated mass deployment, autonomic healing and validation restore capabilities.

Allies, Inc. highlighted following capabilities as key factors for selecting the solution:

- NIST FIPS 140-2 certified security with AES-256 encryption in-flight and at-rest to meet HIPAA requirements
- High performance data recovery measured in minutes versus hours
- Simple operation and easy management
- Broad protection of servers, desktops and laptops without interoperability issues.

## RESULTS

The advantages of Asigra's agentless cloud backup solution were apparent from the start with non-disruptive deployment that did not call for installing software on machines targeted for backup. This also lowered management requirements as there was no need to upgrade across multiple systems when enhancements to the software were published. Instead, only a single instance of the application requires updating as new capabilities are added. Once installed there was an order of magnitude improvement in

“

RUNNING AN IT OPERATION OFTEN INVOLVES SEARCHING FOR MORE TIME AND RESOURCES TO EXECUTE STRATEGIC IT INITIATIVES IN A TIMELY FASHION. THE CLOUD BACKUP SERVICE FROM RAZOR TECHNOLOGY AND ASIGRA WAS NEARLY HANDS FREE, ALLOWING ME TO RECAPTURE COUNTLESS HOURS OF TIME AND HEADACHE SPENT MANAGING TAPE. THE FEATURE SET AND LEVEL OF AUTOMATION SPEAK WELL OF THE SOLUTION'S COMPLETENESS, WHICH HAS HANDED BACK VALUABLE RESOURCES.

~David Fall, IT Director Allies, Inc.

data recovery performance compared to the previous tape based solution. As opposed to tape-based data recoveries that take an average of more than 24 hours to complete, Asigra's on-demand recovery typically returns lost data to the IT environment within minutes after executing a recovery.

Because of the solution's automated design, it is an improvement over manual tape-backup processes that require hands-on procedures and open the door to human error. The automation adds efficiencies in several areas including offsite data protection, versioning and data recovery. No longer is there a need to catalog and transport tapes for remote site storage. Instead, data is transferred over a secure line to Razor Technology's remote vaulting facilities. Backup versions (grandfather-father-son, etc.) are all set by policy and managed by the software to ensure that changes to data sets are captured regularly.

Perhaps the most dramatic difference between tape backup and Razor's cloud-based solution powered

by Asigra is the time savings and speed of recovery. Recovering from tape necessitates bringing one or more tapes back from the offsite repository, locating where the data is on the tape and restoring the lost data. This process could take anywhere from 5 to 24 hours compared to cloud-based recoveries which often take less than 30 minutes. This alone has tremendous advantages, especially if the organization's constituents are delayed by such data loss events.

“

BEING IN A HIGHLY REGULATED INDUSTRY IS NOT WITHOUT ITS CHALLENGES. HOWEVER, OUR CLOUD-BASED DATA RECOVERY SOLUTION POWERED BY ASIGRA ALLOWS ORGANIZATIONS TO BE REST ASSURED THAT THEIR BACKUP SOLUTION IS BUILT UPON A SOLID FOUNDATION. TO ORGANIZATIONS SUCH AS ALLIES, INC., THIS PROVIDES THE CONFIDENCE TO GROW OPERATIONS WHILE KNOWING THAT ALL PROTECTED DATA WILL BE THERE WHEN NEEDED.

~Jason Alansky, Managing Director, Cloud Services  
Razor Technology

## ENVIRONMENT

- Data under protection includes a range of applications and data
- Protection includes a combination of physical and virtual servers
- Coverage of a wide range of file data, including patient data
- A heavily regulated environment that required compliance with mandates such as HIPAA.



## CLOUD BACKUP POWERED BY ASIGRA

- Highly secure NIST FIPS 140-2 certified solution for maximum data security that complies with industry and governmental mandates
- End-to-end protection of data across physical, virtual and cloud environments
- Automated backup and recovery for easy management
- Fast and simple recovery compared to tape backup.

For more information about Asigra visit: [asigra.com](https://asigra.com).

