

Case Study

Allies Healthcare Ensures Secure Data Recovery with Transition to Cloud-based Backup and Recovery Solution powered by Asigra



- Accredited non-profit agency based in New Jersey
- HIPAA compliance regulations easily met with cloud-based solution
- Data recovery time reduced to less than 30 minutes



RAZOR TECHNOLOGY
Enterprise Systems Integration

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 relied on a tape backup solution based on Symantec BackupExec to protect server-based data across its IT environment. Over time, it became clear that there were several issues with the technology. One concern was data security and unauthorized access to backup tapes during movement to and from the offsite tape repository. With the protection of personally identifiable information (PII) a top priority, the organization sought an alternative backup option that would provide high levels of encryption both locally and offsite.

Additionally, the complexity of tape backup was exacerbated by the time required to manage, maintain and complete simple data recoveries. This was a major challenge which resulted in the drain on limited IT resources. With the legacy backup system in place, tapes had to be manually labeled, categorized and transported. The tapes were physically out of the control of the organization while in transit to and from the offsite storage facility which raised concerns about access. When there was a data loss event, the tapes had to be returned to Allies, Inc., and a search completed to identify the location of the missing data. In many cases, this process would require from 12– 24 hours to complete.

“Recoveries always required a substantial amount of time with our tape backup solution. There were many processes involved and each step served as a pause in the recovery process. With data access an important part of our operation we recognized the primacy of rapid recovery as a prerequisite for business continuity. However, fast recovery must be complemented by strong security measures to prevent external access to sensitive information.”

David Fall, IT Director, Allies, Inc.

SOLUTION

Already a customer of Razor Technology, an end-to-end infrastructure solutions provider, Allies, Inc. turned to the IT service provider's expertise in the area of backup and recovery to provide a list of options that would meet their operational needs. After careful study, Allies, Inc. selected Asigra Cloud Backup™, the leading agentless cloud-based backup and recovery software, as the platform of choice for their IT environment. Allies, Inc. made the decision based on the product's strong security features, recovery performance and simple operation. However, the organization also found value in its efficient operation and ability to scale.

“Running an IT operation often involves the search for more time and resources to get strategic IT initiatives executed 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 on managing tape. The feature set and level of automation speaks well of the solution’s completeness which has handed back valuable resources.”

David Fall, IT Director Allies, Inc.

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 the installation of 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 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 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.

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
- Heavily regulated environment that required compliance to mandates such as HIPAA.

ENTERPRISE CLOUD BACKUP POWERED BY ASIGRA DELIVERS

- 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.

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 the 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 from 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**

About Razor Technology

Razor Technology is a leading end-to-end Infrastructure solutions provider dedicated to helping organizations solve business challenges. We empower organizations to take a holistic approach to building intelligent solutions for their environment, whether it is on premises, in the Cloud, or a hybrid model. Our certified technical engineers design, plan, deliver, and support high performance and integrated solutions for some of the most demanding clients and data centers in the world. We partner directly with our clients to identify best-in-class solutions that will drive complexity out of your infrastructure, deliver flexible IT within the business, and provide the greatest return on investment for your organization.

We serve the greater Northeast and Mid-Atlantic regions with headquarters in Philadelphia. Founded in 2004, Razor currently has more than 300 clients. Razor Technology has been named to CRN's 2014 Solution Provider 500 List and Next Gen 250 List as one of North America's leading innovative solutions providers.

About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry's first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra's revolutionary patented Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at www.recoveryiseverything.com

