ESCAPE
ALL LIMITATIONS

Easy to Use, HIPAA Compliant, Heterogeneous Data Protection

HEALTH CARE INDUSTRY SUCCESS STORY:
**San Antonio Kidney Disease Center
Interview with IT Manager Philip Moya**

"The number one benefit of using Unitrends is that I get to sleep at night and not worry about my backups."

*Philip Moya,
San Antonio Kidney Disease
Center*

About Philip Moya

Philip is the IT manager for San Antonio Kidney Disease Center, a group of 27 nephrology doctors in San Antonio, TX. Philip has long been active in the Spiceworks Community, started the San Antonio SpiceCorps, and helped launch the Austin SpiceCorps. In his spare time he is an official SpiceTrainer for Spiceworks University, covering classes in Texas. Philip has been a Unitrends customer since 2011.

UNITRENDS

Quick Facts

Industry
- Health care

Protected Platforms
- VMware
- Windows Server 2003
- Windows Server 2008
- Linux
- UNIX

Data Protected
- 2.5 TBs and growing

Competitors Considered
- Veeam
- Acronis
- AppAssure

Challenges
- Virtual and physical assets needed to be protected with one system
- Multiple locations
- Secure encryption needed for data at all times

Solution
- Unitrends Recovery-822
- Unitrends Recovery-631

Benefits
- Single pane-of-glass management
- Complete DR plan
- Encrypted data meets industry regulations
- Responsive and knowledgeable support
- Reduced time spent on backups
- Ability to scale backup for growing amounts of data

Customer Profile

San Antonio Kidney Disease Center (SAKDC) is one of the largest nephrology practices in San Antonio. Physicians at SAKDC believe in using a team approach involving the patient and the patient's primary care physician to develop an effective treatment plan that fits each patient's individual diagnosis and lifestyle. SAKDC has several offices within San Antonio, as well as part- and full-time offices in the surrounding areas.

Challenges

SAKDC needed a robust backup solution to match the practice's growth in both the number of patients served and the amount of data to protect. Before deploying Unitrends appliances, SAKDC used a manual backup system with external hard drives. This method required constant hands-on management from the busy IT staff, including IT Manager Philip Moya. Data protection was needed for both the primary location and data center as well as a number of remote/branch offices. Moya also needed one solution to protect a variety of environments, including VMware virtual machines, virtualized Windows servers, and virtualized Linux servers.

Additionally, most of SAKDC's data was protected health information—called PHI by industry insiders. Any backup or IT solution implemented for SAKDC must comply with the extensive privacy rules of the Health Insurance Portability and Accountability Act (HIPAA). The forty-two HIPAA security rules, combined with the threat of heavy fines for organizations found to be non-compliant, made data governance a top priority for Moya and SAKDC.

When evaluating backup solutions in the market, including Unitrends, Veeam, Acronis, AppAssure, and others, Moya was looking for a powerful, yet easy to use, solution that could both manage his heterogeneous assets and satisfy HIPAA regulations for patient data.

Benefits

SAKDC chose Unitrends to protect their PHI (patient health information) and their practice.

"Between the Unitrends sales staff, the Spiceworks community, and a really good demo, I was sold," said Moya, a Spicetrainer himself.

After using Unitrends for more than two years, Moya is sure he made the right call. "The number one benefit of using Unitrends is that I get to sleep at night and not worry about my backups. I am very confident with the solution we have in place," Moya said.

"As for savings in hours and productivity, I can't even imagine what we are saving with Unitrends."

Philip Moya,
San Antonio Kidney
Disease Center

Encryption and HIPAA Compliance

"When we were looking at what backup solution to use, number one it had to have the ability to encrypt everything," Moya said. "For us, it's critical to keep electronic health data protected."

Unitrends appliances and the ability to encrypt data both in transmission and at rest was a good fit for Moya. "Data has got to be encrypted period, whether we're moving it or keeping it in one spot," he said.

Moya has worked to ensure the IT infrastructure at SAKDC is HIPAA compliant. Based on this experience, Moya frequently answers questions posed to the Spiceworks community about working within HIPAA regulations. The HIPAA security rules include requirements for a disaster recovery plan and an emergency mode of operation, and Moya uses Unitrends to prepare for both.

"We have two Unitrends appliances at two different sites. Our main appliance, the 631, is in our data center, and then at night we vault over to our secondary appliance, the 822, at another location. On top of that, we archive to removable hard drives and take that off site," Moya said.

Moya takes advantage of the Unitrends network throttling capability, so vaulting happens at night without taking up valuable bandwidth needed during the workday.

With the Unitrends solution, SAKDC is prepared in the event of disaster. "I have no doubt I made the right choice for our backups," Moya said.

Elegant Management Interface for Heterogeneous Environments

With Unitrends, Moya also found an easy-to-use data protection solution for his heterogeneous environment.

The SAKDC data center and remote/branch offices include VMware virtual machines, virtualized Windows 2003 and 2008 servers, virtualized Linux servers, a physical UNIX server, and even an old Windows 2000 Pro server. "We kind of have a mix of everything," Moya said.

Businesses like SAKDC require not only the ability to grow with new technology and exponentially increasing data, but also to leverage investment in existing infrastructure. Unitrends is an ideal solution that supports over one hundred types of operating systems and devices.

Moya has found particular benefit with the Unitrends single-pane-of-glass interface for managing data protection.

"When we spin up a new VM, it's automatically backed up. I don't have to touch the Unitrends box. That's huge for us."

Philip Moya,
San Antonio Kidney
Disease Center

"The nice thing about Unitrends is that management is extremely simple. Physical boxes and virtual boxes are all backed up in the same place, controlled from the same place," Moya said.

"I couldn't be more impressed with the Unitrends implementation."

**Philip Moya,
San Antonio Kidney
Disease Center**

Assets can be added and protected without hassle. "When we spin up a new VM, it's automatically backed up. I don't have to touch the Unitrends box. That's huge for us," Moya said.

New virtual machines are automatically added to the default backup schedule, and when Moya has time, he can review the schedule assignments and make adjustments as needed. For instance, if the new virtual machine doesn't require the most frequent backup interval, he can quickly change the settings from the Unitrends interface. But in the meantime, he knows everything is covered.

For ultimate peace of mind, Moya takes advantage of the Unitrends automated backup and vaulting status reports. "I like to see the green letters and know that all the processes are working," he said.

Fast Recovery

When recoveries are needed, the process is quick and painless with Unitrends. Moya remembers when one department lost all of their documents and he was able to save the day because of Unitrends. "We used a file level restore from our incremental forever backup and had them up and running in a few minutes."

Virtual machine recovery is also fast. "As far as a VM recovery, we can usually recover those in about 30 minutes," Moya said.

Ease-of-use like this was important to Moya: "I didn't want to spend time on my backups."

Scalable Solutions

SAKDC also needed a scalable solution. "I didn't want to have to call the backup vendor any time we wanted to add a server to the system or change the way we we're doing backup," Moya said. "And I didn't want to have to buy an Exchange plug-in, a SQL plug-in, a whatever plug-in—I just wanted one place to manage everything. I like that with Unitrends I'm backing up this much storage. And when we fill that up, we'll call Unitrends and buy more."

"We used a file level restore from our incremental forever backup and had them up and running in a few minutes."

**Philip Moya,
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Currently SAKDC is using Unitrends physical appliances, but Moya has also tested the Unitrends Enterprise Backup virtual appliance. He sees options here for future growth. Because of the Unitrends Simply Scalable™ architecture, physical and virtual appliances can be managed together in a grid-based fashion. One single-pane-of-glass interface provisions management of all Unitrends assets through a single browser tab.

"As your business grows, you have a couple of choices with Unitrends, whether you implement virtual backups with Unitrends Enterprise Backup or add more appliances," Moya said. "There's no limit with the architecture on how much you can grow."

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Above and Beyond Support

"I couldn't be more impressed with the Unitrends implementation," Moya said.

When he received his new Unitrends appliance, he installed it in the rack, connected the network, and called support. "We were up and running in about two hours."

Then, to Moya's surprise, the Unitrends support engineer called him back the next day to make sure backups were running properly. That's a unique experience in the technology world, where unfortunately getting through to a knowledgeable support representative can be a headache.

"He's calling me back to finish the support ticket," Moya said, "and he called again the next week to double-check that everything was running smoothly."

FOCUS ON YOUR BUSINESS, NOT YOUR BACKUP

With the Unitrends solution, the return on investment for SAKDC has been incredible. "As for savings in hours and productivity, I can't even begin to imagine what we are saving. Before Unitrends, all of our backups were a manual process," Moya said.

Unitrends enables its customers the freedom to focus on their businesses instead of backup. This is achieved through scalable, all-in-one backup solutions that are unmatched in the data protection market.

ABOUT UNITRENDS

Unitrends provides physical, virtual and cloud-based protection and recovery for every organization's most valuable assets: its data and applications. Supported by a "crazy-committed" customer service model based on engagement, experience and excellence, the company consistently achieves a 98 percent customer satisfaction rating and lets everyone play IT safe by delivering the best cost-to-value ratio in the data protection and disaster recovery industry. Visit www.unitrends.com.

Ready to see what the hype is all about?

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