

Seeing the Benefits of a Complete Unitrends Recovery and DR Solution

Insurance Success Story | Ophthalmic Mutual Insurance Company



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Solution Highlights

Industry | Insurance

Protected Platforms

- Physical Windows servers
- Windows applications on VMware
- SQL, Oracle databases

Solution

- Unitrends Recovery 714S
- Unitrends Forever Cloud
- Unitrends Disaster Recovery as a Service (DRaaS)
- Unitrends Recovery Assurance

Benefits

- Rapid restores of both bare metal and virtualized servers
- Simple backup management
- Cloud archiving
- Disaster recovery testing and services
- Peace of mind



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Hans Huang
Systems Administrator
OMIC



Customer Profile

Ophthalmic Mutual Insurance Company (OMIC) is the largest insurer of ophthalmologists in the United States. Formed in 1987 in San Francisco by a group of eye doctors, OMIC's specialty-specific program is unique in the industry. OMIC's mission is to serve the needs of members of the American Academy of Ophthalmology by providing high quality medical liability insurance products and services.

The Challenge

Insurance, particularly medical insurance is a data intensive industry. Hans Haung, Systems Administrator reports that "OMIC was using EMC Networker backing up data to DataDomain SANs. Networker was difficult to update, especially when there were server refreshes and upgrades to the OMIC environment. Also, we had to leverage a third party to co-locate the remote DataDomain SAN for DR protection. Performing DR tests were taking too much time as well as costing a bundle for co-location. Backup errors were cryptic and involved extra time to troubleshoot and resolve issues."

The Solution

After carefully examining the market, OMIC selected Unitrends for a complete backup, recovery and DR solution. Huang continues, "We chose Unitrends because of the simplicity of the total backup solution - it is easy to setup the backups and simple to make changes when we update our environment." OMIC backups are archived to the Unitrends Forever Cloud and Unitrends DRaaS Services allows for rapid spin-ups of VMs for quick recovery in the event of a declared emergency. All these DR capabilities are easily tested and verified to meet compliance requirements using Unitrends Recovery Assurance testing. "One vendor for both the backup & DR also simplifies the point of contact for any issues." says Huang. "Errors are easy to understand and resolve usually without even opening a ticket with technical support."

The Results

OMIC has had no recovery issues since deploying their Unitrends solution. "No issues with malware infection so far," says Huang, "but usually just a file that was overwritten by accident by the end user that required a restore. Restores usually take less than 5 minutes and I've done several so far and they have been painless! I really wanted a simple and complete solution that I did not have to spend hours daily overseeing. I glance at my backups a few days a week and I spend probably less than an hour each week for validation and changes to our backup. I just wish I had gone with the Unitrends solution sooner and not EMC!"