The Backup and Business Continuity Challenges of Healthcare IT Professionals

Healthcare is a very unique industry. From the need to be available 24x7x365 to the ultra-proprietary content of the electronic health records (EHRs) they need to protect, healthcare institutions face a unique set of requirements for data protection and business continuity.

Unitrends has a long history of protecting the IT assets of the healthcare industry, with hospitals, clinics and medical labs using thousands of Unitrends products daily. Here are the challenges unique to healthcare and how Unitrends meets them.

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The Unitrends Recovery Series appliance made a HIPAA audit very easy, with Unitrends Disaster Recovery as a Service and their RPO and RTO reports.

Zackery Radke
IT Manager
SantaFe Senior Living

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1. Uptime Requirements

- While other industries may have recovery time objectives (RTO) in hours, the healthcare industry needs RTO times measured in seconds or minutes.
- Unitrends Instant Recovery can failover applications in literally seconds. Unitrends Recovery Assurance delivers automated recovery testing, site and application failover, ransomware detection, and disaster recovery compliance, both locally and in the Unitrends Cloud.

2. Highly Targeted by Ransomware

- Recognizing that hospitals and doctors need access to their data at all times, ransomware criminals are targeting healthcare providers because they understand the importance of EHRs.
- Unitrends products can do security scans against your production applications – but using your backup data instead. It can spin up your applications in a specific order, isolate them from production, execute security tests, and automate reports and alerts immediately upon detection of ransomware.

3. Highly Regulated

- HIPAA mandates that any company that deals with Protected Health Information (PHI) must ensure that all the required physical, network, and process security measures are in place, documented, and followed.
- Unitrends offers a portfolio of 15 all-in-one enterprise physical appliances that are pre-loaded and pre-tuned with powerful software that not only covers on-premises backup but also long-term retention and disaster recovery in the HIPAA compliant Unitrends Cloud.

4. Must Control Highly Proprietary Data

- Healthcare IT must know where their physical data is located at all times of the lifecycle as well as control who can access it.
- Unitrends Recovery Series and Unitrends Backup software can replicate data locally, to a remote site or to the HIPAA-compliant Unitrends Cloud. From any of those locations data can be stored for long term retention and / or used for disaster recovery purposes.

5. Support Large Numbers of Non-computer Savvy Users

- Healthcare IT mostly supports a community of fairly unsophisticated technology users of doctors, administrators and nurses who are prone to making mistakes.
- With a common and intuitive user interface across all products, even untrained IT staff can easily find individual files in backups. A few clicks and the entire recovery process, from login to file restoration usually takes less than 5 minutes.

Conclusion:

The Unitrends portfolio of all-in-one, cloud-empowered, backup and continuity solutions provide healthcare IT departments with the ultimate portfolio of data and business protection while having the ability to offer unmatched flexibility as healthcare needs evolve. Unitrends offers actual Service Level Agreements (SLAs) to users of our Disaster Recovery as a Service (DRaaS) offerings and the ability to do DR with both private and purpose built public clouds. Plus, you have our promise that you can recover your healthcare virtual, physical, and cloud-based data, systems, and applications with 100 percent confidence.

Contact Unitrends to learn more.