NeoTech Solutions Inc.
Network Support Specialists

INDUSTRY

Health Care Management

KEY ISSUES

♦ System needs to be quickly re-coverable should the need arise

♦ Systems and data need to be protected against small events such as human error and viruses as well as major disasters

♦ Recovery time objective (RTO) must be kept to a minimum

♦ Technology costs must be controlled and a balance struck between cost and RTO

SOLUTION

♦ Implement a new backup system utilizing NeoTech's Managed Backup Service

♦ Utilize both on-site and off-site components to protect data from all types of events

♦ Backup via complete system images so that any compatible hardware can be used for recovery

♦ Utilize NeoTech monitoring and management services to verify that the backups are always up to date and ready for use

NeoTech Solutions Case Study

Benefit Management avoids disaster and proves the value of managed backup services by recovering from hardware failure overnight.

On the afternoon of April 20, 2015 Benefit Management Inc. (BMI) suffered every business owner's nightmare, a complete hardware failure of their primary computer system. Without access to the programs and data on that server they were unable to provide the level of service needed to their clients. Fortunately, BMI management was prepared. They were utilizing NeoTech's Managed Backup service for complete local and off-site backup of their system.

The Challenge

BMI specializes in group benefits, self-funded health care plans and managed care measures for employers and their employees. As an administrator of employer-sponsored benefit plans, BMI delivers superior results to their clients by combining their focus on claims management and managed care arrangements, with a sensitivity for employee and employer service. These can only be provided with an intense knowledge of the local health care market, and maximum effort towards the reduction of claims expenses.

Since BMI focuses so heavily on personal customer service, access to customer data is imperative. Without access to the data, claims can't be processed and customers are left without support. It is also important to keep operating costs to a minimum. BMI needed a way to not only assure that customer data was safe and protected, they needed to make sure that the solution didn't break the budget.

The Solution

BMI partnered with NeoTech Solutions to design and implement a complete backup system. To keep costs within budgetary constraints and still provide an acceptable recovery time objective, BMI chose to go with NeoTech's full system backup service. Unlike many on-line backup services, NeoTech's managed backup service protects the entire server, operating system, applications and data through a complete system image. This assures that should the need arise to restore the system, it can be completely recovered quickly, to any compatible hardware, without the need to re-install or rebuild any operating system or application software.

Copies of the backed up data are stored both locally on hardware located at the BMI offices and replicated to NeoTech's secure underground data center. This protects all critical applications and data against human error, viruses, and hardware failure, as well as major disasters such as tornadoes or fire. Having a local copy of the data reduces the recovery time in the event of a failure that doesn't damage the facility. Should a minor event such as human error or virus damage occur, the files can be recovered almost instantly from local storage without the need to download them from the data center. If there is a major disaster, the data center copy is ready to recover, truly the best of both worlds.

The Results

BMI had been using the backup system for some time when disaster struck. Their primary server failed and the hardware was beyond repair. Not only did they need to recover fast, they had to recover to completely different hardware requiring different drivers and operating systems components. Every hour the system was down was an hour of lost productivity.

The server was declared unrepairable at 3:30PM on Monday afternoon. New hardware was shipped in overnight and the engineers at NeoTech began the system restore process as soon as the hardware arrived Tuesday morning. By that afternoon the server was completely restored, tested, and back in place. The operating system did not need to be reinstalled. Applications picked up where they left off, and BMI was back in business.

There was absolutely no data loss.

What could have been a complete disaster, was reduced to a few hours of recovery time and it was all completed on a responsible budget.