

AN EFFECTIVE DISASTER RECOVERY SOLUTION FOR HEALTH INSURANCE FUND

SECONDSITE™ CASE STUDY



THE CUSTOMER



INDUSTRY SIZE APPLICATIONS

Healthcare
19 VMs
SQL, Cisco Suite (Call Manager, UCCX,
Workforce Mgmt and Call Recording, VDI
(VMware View), Sharepoint, Exchange, File
and Print

The Health Insurance Fund (HIF) of Australia is a not-for-profit organisation providing health insurance cover to over 120,000 members and is headquartered in Perth, Western Australia.

This makes disaster recovery (DR) a required component of their IT strategy to ensure no interruption in services. As a not-for-profit, cost and complexity are vital considerations for HIF when delivering its services via a robust and available infrastructure.

THE PROBLEM

HIF's IT Manager Troy Cook is tasked with getting the most out of available resources. After identifying areas for improvement in HIF's DR plan, Troy and his IT team were looking for a better DR solution. If something were to happen, the business needs to keep moving. However, the team is already stretched and managing a complex environment would be a significant challenge.

The solution they needed had to meet the service levels required of a health insurance organisation, low cost, easy to implement and simple to manage by an already busy team.

THE SOLUTION

After evaluating DR solution options, it became apparent to Troy and the team that a service offering for disaster recovery was the best solution to meet their needs.

Disaster-Recovery-as-a-Service is the replication and hosting virtual machines by a third-party to provide fail over in the event of a man-made or natural catastrophe. It includes the ability to build the VMs and for end-users to have access to the applications. Many service providers will offer the ability to test the fail over process to ensure the availability of applications and data to end-users. ZettaGrid SecondSite™ was the ideal fit for HIF.

SecondSite™ is a Disaster-Recovery-as-a-Service offering powered by Zerto which offers all the capabilities of a typical disaster recovery solution, but without the requirement of a dedicated site. It's built on Zerto's reliable cloud business continuity platform and utilises virtual replication- the standard for protection of applications in cloud and virtualised datacentres in Australia.

This innovative approach means simplicity, reliability and substantial cost savings built on a trusted platform.

“The most shocking thing was the simplicity. I have been in IT for 20 years, and things just get more and more complex. SecondSite™ was very easy to install, implement and maintain.”

**- Troy Cook,
HIF IT Manager**

THE RESULT

After installing SecondSite™ for its 19 VMs, HIF benefited from a range of features.

Robust service levels

When delivering health insurance for 120,000 members, it's vital the infrastructure is up and available to healthcare providers and patients alike. With SecondSite™'s low RPOs and RTOs, HIF has assurance it will be able to effectively service our customers, even in the event of an unexpected disaster.

Substantial cost savings

Traditional disaster recovery solutions require a dedicated data centre with staff, software and hardware not to mention power and cooling. With SecondSite™, that significant investment is transformed to a monthly, affordable cost. The savings realised are significant.

Simple and easy to install, maintain and use

SecondSite™ is built to be easy. HIF does not have a large IT team, which meant a solution that is very low touch was the most optimal. The software installs in minutes, set up is minutes and that's it, the program runs from there. It's a reliable solution for meeting a critical business need.

Compliance support

As a health insurance provider, HIF has obligations in terms of disaster recovery and security. With SecondSite™, the IT team meets internal and external requirements efficiently and effectively. All compliance reports are easy to access and on-demand at any time within the management portal, making it easier to communicate compliance with interactive visualisations and engaging graphs to executive teams or auditors.

CONTACT US, WE'RE HAPPY TO HELP

If you would like to discuss how SecondSite™ can add value to your Disaster Recovery Plan, you can contact us on 1300 597 656 or at support@zettagrid.com, or visit us online at www.zettagrid.com