**Case Study**

Effective Disaster Recovery for Health Insurance Fund of Australia with Zettagrid SecondSite

**BUSINESS**

Health Insurance Fund

**INDUSTRY**

Healthcare

**APPLICATION**

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

**LOCATION**

Australia

**SIZE**

19 VMs

**CHALLENGES**

Deliver robust BC/DR for health insurance

- Limited team is stretched to the edge of their knowledge set
- Limited bandwidth to manage multiple sites
- Cost and complexity of a DR site is challenging

**WHAT IS DISASTER RECOVERY-AS-A-SERVICE (DRAAS)?**

DRaaS is the replication and hosting virtual machines by a third-party to provide failover 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 failover process to ensure the availability of applications and data to end-users.

**THE PROBLEM**

Troy and the IT team were looking for a better disaster recovery solution. The team recognised areas for improvement in the current disaster recovery plan. A special focus for the team in 2015 was around security, and business continuity and disaster recovery. 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. This constraint immediately eliminated VMware Site Recovery Manager with array-based replication. The complexity of the tool and the requirement for a second site meant significant cost and significant people to keep this up and running. HIF needed a simple, low-cost solution with aggressive service levels.

**THE SOLUTION**

Zettagrid SecondSite Powered by Zerto

Zettagrid SecondSite Powered by Zerto was the answer to their needs. With recovery point objectives averaging at 4 seconds, and no second site required, it is the robust, low-cost disaster recovery solution they needed.

- **Robust Service Levels**: When you are delivering health insurance for 120,000 members, you need to ensure that the infrastructure is up and available to healthcare providers and patients alike. With the aggressive RPOs and RTOs we see with Zettagrid SecondSite, we know we will be able to effectively service our customers.
- **Simple and easy to install, maintain and use**: The service is very easy, so much so that sometimes the IT team forgets that it is there! HIF does not have a team with many people, so something that is very low touch was the most desirable solution. With
“How we quantify the impact of downtime is we look at the staff that couldn’t work and the damage to our brand – it would be significant. With Zettagrid SecondSite, we keep staff productive and protect our brand, ensuring the availability of services to our customers.”

Troy Cook
IT Manager, HIF

Zettagrid SecondSite Powered by Zerto, it installed in minutes, set up in minutes and just runs. It is a very reliable solution meeting a critical business need.

• **Dramatic Cost Savings:** Traditional disaster recovery solutions require a dedicated data center with staff, software and hardware not to mention power and cooling. With Zettagrid SecondSite that significant investment was transformed to a monthly, manageable cost. The savings realized was significant.

• **Support compliance initiatives:** As a health insurance provider, HIF has obligations in terms of disaster recovery and security. This has been a special focus. With Zettagrid SecondSite, the IT team effectively meets internal and external requirements.

ABOUT ZETTAGRID

“At Zettagrid we deliver Australia’s most advanced self service cloud infrastructure platform with full network integration to provide the easiest, fastest and most highly available cloud available, anywhere.” Craig Guy, Zettagrid

“The most shocking thing was the simplicity. I have been in IT for 20 years, and things just get more and more complex. The Zettagrid team told us this would be easy, and we were not disappointed. This was very easy to install, implement and maintain.”

Troy Cook
IT Manager, HIF