

## 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

##### ZettaGrid SecondSite

- A fully managed service, run by experts
- Convert a large capital expense to a monthly operational cost
- The IT team can now focus on innovation, and not just maintenance

The Health Insurance Fund (HIF) of Australia is a not-for-profit organization headquartered in Perth, WA, Australia. They have over 120,000 members who rely on them to provide the insurance cover they need for their healthcare. With a very small IT team, they need to deliver a robust and available infrastructure to ensure no interruption in services. This makes disaster recovery a required component of their IT strategy.

As HIF has a relatively small IT team and budget, cost and complexity are the front runners in terms of challenges. Troy Cook, IT Manager, is constantly tasked to get the most out of the available resources. The solution they needed had to meet the service levels a health insurance organization required, while being simple enough to be managed by the team. When Troy started to really evaluate disaster recovery, it became apparent that a service offering was the way to go. ZettaGrid SecondSite is a Disaster Recovery-as-a-Service (DRaaS) offering, which offers all the capabilities of a typical disaster recovery solution, but without the requirement of a dedicated site.

#### 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

### About Zerto

Zerto is committed to keeping enterprise and cloud IT running 24/7 by providing scalable business continuity software solutions. Through the Zerto Cloud Continuity Platform, organizations seamlessly move and protect virtualized workloads between public, private and hybrid clouds. The company's flagship product, Zerto Virtual Replication, is the standard for protection of applications in cloud and virtualized datacenters.

[www.zerto.com](http://www.zerto.com)

27-43 Wormwood Street  
Suite 530 Boston, MA 02110

p: 617.993.6331  
f: 617.274.8795