

Hospital improves services with better data protection

Léon Bérard Center slashes backup and restore times while reducing IT workload with Quest® Rapid Recovery.

Effective data protection is important for any organization, but it's especially critical for healthcare institutions, where not being able to quickly restore a missing file could delay treatment or otherwise interfere with patient care. That's why Léon-Bérard Cancer Center, a private, non-profit hospital dedicated to cancer treatment and research, was keen to upgrade to an enterprise-class data protection solution that would enable more frequent backups, faster data restores and better disaster recovery. With Quest Rapid Recovery, the hospital has achieved all those goals, and more.

POOR BACKUP AND RESTORE PERFORMANCE PUT OPERATIONS AT RISK

Léon Bérard Center relies on an infrastructure shared across two data centers to maintain the proper functioning of its IT. The infrastructure supports nearly 900TB of raw data distributed across these two locations. Of this data, 120TB is medical images, including X-ray images; 50TB is made up of files and documents; and 2TB is from databases.

With the data volumes increasing 10–15 percent each year, Léon Bérard Center was finding it increasingly difficult to back up and restore data. The IT team used disk-based backup software but didn't replicate data. In total, the disk-backup software protected 160 virtual servers and 15 physical servers.

Initially, the team scheduled a full backup each week and daily differential backups. However, over time, backup windows expanded to over 36 hours owing to data growth, and the frequency of full backups had to be reduced to once every two weeks. This, in turn, lowered the effectiveness of the whole backup process, which meant that if a file was accidentally deleted, a staff member could wait up to a day and a half for it to be restored.

ADMINISTRATION OF BACKUPS IS COMPLEX AND SECURITY CONCERN GROW

The IT team was also losing valuable time checking that backup jobs had successfully completed. Moreover, the data was saved only at the primary data

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Franck Mestre, Infrastructure Manager, Léon Bérard Center

CUSTOMER PROFILE



Company	Léon Bérard Center
Industry	Healthcare
Country	France
Employees	1,500
Website	centrelleonberard.fr

BUSINESS NEED

As its data volumes grew, Léon Bérard Center was finding it increasingly difficult to protect that data. Backup windows had reached 36 hours, and staff had to wait as long as a day and a half for files they needed to be restored. In addition, data was backed up to only one data center, leaving the hospital vulnerable to a disaster.

SOLUTION

By deploying Rapid Recovery, the hospital was able to dramatically shrink its backup windows and take backups far more frequently. Restores now take just minutes, so employees can be more productive, and replication helps ensure reliable disaster recovery. Plus, the product's automation saves IT staff hours of work every week.

BENEFITS

- Protects the organization with fast, reliable backups
- Improves services by restoring data in minutes rather than hours or days
- Ensures quick disaster recovery with replication
- Frees valuable IT time for other projects

SOLUTIONS AT A GLANCE

- Data protection

center. Franck Mestre, infrastructure manager at Léon Bérard Center, says, “For budgetary reasons, we were not able to set up a replication system between our two data centers.”

FAST BACKUP AND RECOVERY FOR PHYSICAL AND VIRTUAL SERVERS

Léon Bérard Center turned to its trusted partner Econocom for help completing a proof of concept (POC) for Quest Rapid Recovery. This POC confirmed the speed and reliability of the data protection solution. The exercise also demonstrated that the technology was compatible with the environment at Léon Bérard Center and could back up and restore data from the physical and virtual servers. “We found that Quest Rapid Recovery was easy to implement,” comments Mestre. “It is possible to manage and configure the solution with just a few commands. We had the feeling that Quest Rapid Recovery could meet our current data protection needs.”

BETTER DATA SECURITY

By deploying Rapid Recovery, Léon Bérard Center has significantly reduced the risk of personnel being disrupted through data loss because files and applications are better protected. “If a file is accidentally deleted, we can easily retrieve the data from the last differential backup before the incident with our Quest solution,” explains Mestre. “We are now better able to meet our quality of service obligations to personnel.”

IMPROVED SERVICE THANKS TO REDUCED RESTORE TIMES

The IT team achieves backups more efficiently than in the past. After a first full backup, administrators make differential backups every 30 minutes. With this level of backup frequency, lost data can be restored in just a few minutes, rather than as long as half a day. Mestre adds, “We can now keep backups for three years, instead of just a few weeks as was the case before we implemented Quest Rapid Recovery.”

ENHANCED DATA PROTECTION

The Center has also strengthened data protection by replicating backups across its data centers, minimizing the risk of loss if one of the data centers suffers a major disruption. This effectiveness of this strategy proved to be crucial during a ransomware attack. As the attack took place, the IT team restored access to all data from the secondary data center in just 30 minutes. Mestre says, “We overcame a malicious software attack and ensured that staff could work with minimal interruption thanks to our Quest Rapid Recovery solution.”

SIMPLIFIED DAILY MANAGEMENT

The implementation of Quest Rapid Recovery has simplified day-to-day backup management. Administrators spend no more than five minutes a day on backup tasks that used to take several hours a week. Mestre says the IT team no longer needs to check backups because the process is automated in Rapid Recovery. “The system alerts us if there is a problem with a backup job,” he notes. “Verification of backup jobs disappeared from our to-do list because Quest Rapid Recovery has taken over.”

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest’s invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

PRODUCTS & SERVICES

SOFTWARE

Rapid Recovery

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