

Aspen Healthcare

Customer Snapshot

Name

Aspen Healthcare

Overview

Private health care provider operating four medical facilities throughout the UK

Headquarters

London

EVault Products

Two EVault Plug-n-Protect appliances

IT Environment

Windows and SQL Servers

Challenges

- Data growth
- Existing system too time-consuming
- Reduce downtime in the event of a disaster

Goals

- Improve data backup management process
- Decrease data footprint
- Streamline processes

Faster Disk-based Backups, Full Compliance:

Data Storage Goes from Management Chore to Source of Confidence

Aspen Healthcare, a private UK-based health care provider with four hospitals, knew it was time to upgrade its slow tape-based backup solution. After reviewing a range of backup solutions, Aspen evaluated the EVault® line of disk-based data protection products, which outperformed everything the company had seen. After a trial, Aspen installed a pair of EVault Plug-n-Protect appliances at separate locations. Now, instead of backing up once a day, Aspen can back up much more frequently, once every three hours in some cases—yet spends much less time doing it.

Securing Critical Data: It's Time to Improve on Tape

Aspen Healthcare's service is fast, responsive, caring, and firmly rooted in the community. Aspen is especially careful with its vital patient data. The company's IT services run on a wide area network involving 35 servers and hundreds of user accounts.

For the IT management team, the daily process of backing up to tape was time consuming. "Backing up to tape has always been reliable but very time consuming," says David Williams, Aspen's IT Director. "The process was slow and, with multiple tapes and multiple servers, logistically complex. We were backing up at least once a day, but we needed to move to multiple backups. In addition, like all organisations we are always looking at ways to improve and mitigate against a disaster situation."

Looking for a Best-of-Breed Replacement

When Aspen's tape backup system was originally installed, it was considered best of breed. Williams takes data management seriously, so his job was to find a best-of-breed replacement. After considering several solutions, he thought he'd found what he needed. Then Williams received an introductory phone call from Cristie Data, an EVault reseller.

"Having reviewed the market, we knew what capabilities the latest systems could deliver," says Williams. "But when Cristie demonstrated that EVault products could back up every hour, on the hour, I wanted to hear more. That was quite impressive."

Case Study
Aspen Healthcare

Solutions
Two EVault Plug-n-Protect appliances deployed in active-passive configuration to ensure data security in the event of site-wide outage

“EVault products perform exceptionally well. Nothing I’ve seen compares with EVault.”

—David Williams
IT Director
Aspen Healthcare

A Cristie team visited Aspen to learn more about its data protection needs. Cristie sells and supports various backup systems, and prides itself on finding the best fit for its customers. “We won’t sell or support anything we don’t believe in 100 percent,” says Steve Blakemore, Cristie’s Product & Marketing Manager. “So we test new products from a technical and a commercial point of view. We do our best to break them. The EVault Plug-n-Protect appliance passed every test.”

David Williams had a similar reaction. “You have to see and try EVault to appreciate it,” he says. “In use, it’s very straightforward and simple. When we saw it for the first time, it worked pretty much as Cristie had described it. They delivered it, turned it on, and it behaved extremely well.”

Simplicity, Frequent Backups, Superb Data Compression Seal the Deal

Williams was won over by the simplicity of EVault Plug-n-Protect. He also liked that EVault could back up a single server at any time, and compress the data by more than 85 percent. A typical Aspen SQL database went from a native size of 47GB to 5.6GB, a footprint just 12 percent of the original.

Williams placed his business with Cristie for a pair of EVault appliances to run in an active/passive configuration at two separate sites. Aspen servers back up to the active appliance, which automatically replicates to the passive.

“We are now able to capture our data in flexible time windows or snapshots,” says Williams. “EVault is very flexible on backup frequency.”

If Only All IT Solutions Were as Worry-Free as EVault

EVault has simplified Aspen’s management processes for data backups. And, in Cristie, the company has found an IT partner for the future. “From delivery to deployment, including training and configuration, was less than a week,” Williams says. “Cristie worked hard to find us the best solution, and EVault worked with us to set it up for our environment. It’s been smooth sailing ever since.”

Aspen now has an extremely efficient management process regarding backups, and can check backups for all servers in a single solution. Williams and his team monitor everything from the management console, EVault CentralControl.

“Our experience has been an extremely good one,” Williams says. “And our customer/supplier relationship is a very good one. EVault products perform exceptionally well. Nothing I’ve seen compares with EVault, which meets and exceeds our expectations. If only all IT solutions were this easy to use.”

Williams also has some valuable feedback on the EVault Customer Portal and support services. “Although we have not had any issues with our solution, the technical support from EVault is very good,” Williams says. “The feedback from my support team is very positive, which helps in completing a turnkey relationship.”

Take the next step

To learn more about EVault storage solutions, call us at 1.877.901.DATA (3282), email us at conciierge@evault.com, or visit us at www.evault.com.



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