

# A California Healthcare Association Ensures High-Quality Service Delivery with Arcserve UDP Software



**INDUSTRY:** Healthcare

**COMPANY:** Industry Association

**EMPLOYEES:** 250-300

This California healthcare association provides practice support and insurance to practitioners located throughout the Golden State.

## CHALLENGE

The association needed to replace its unreliable, labor-intensive backup and recovery solution with one capable of efficiently protecting its virtual and physical data.

## SOLUTION

Arcserve UDP's broad feature set and unparalleled ease-of-use ensure efficient data protection— even for small and overstretched IT teams.

## BENEFIT

Since implementation, Arcserve UDP has delivered a 100% success rate on each of this association's backups and recoveries, and simultaneously reduced labor hours.

## BUSINESS

### Providing critical support to State of California healthcare practices

This healthcare association provides a wide range of services to thousands of practitioners located throughout the State of California—from member advocacy and practice support to risk management and professional insurance. It even operates a non-profit. Supported by a staff of approximately 300 employees, the association thoughtfully considers its many members as both customers and employees.

## CHALLENGE

### Reliably and cost-effectively protecting voluminous data with a small IT team

The continued delivery of this association's high-quality member services rests on protected, available data. Unfortunately, its legacy backup wasn't up to the task—backup success rates were low, which left the association vulnerable to data loss.



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*Network/Systems Administrator, Jared Letendre*



The association's network/systems administrator, Jared Letendre, comments, "Our backups wouldn't even finish. We were on a daily, weekly, monthly system, and we'd run full backups during the weekend. 72 hours later, they were still running, so I'd have to cancel them before the next one started. It was a big mess. And having to recover, it just wasn't set up right."

This healthcare association needed to identify a more modern data protection solution; one that would cost effectively protect its 165 TB of data and ensure the resiliency of its large file servers and virtual machines. What's more, it needed a solution that would work within the confines of the association's budget and empower its overstretched IT team of six to work more efficiently.

## SOLUTION

### Robust, reliable virtual and physical data protection software

After initially considering Veeam, this healthcare association's market research led it to select Arcserve UDP.

Jared explains, "The big selling point was the price, but the feature set covered everything we needed to do. I'd used Veeam before, but we would've had to continue using our old system for tape and physical backup."

From global data deduplication and hardware snapshots to agent-based physical backups and hypervisor agentless backups, the association was impressed by feature-rich Arcserve UDP. Not only could it efficiently and reliably protect this association's virtual data, but it could protect its physical data, as well—all with a single, unified solution.

Jared notes, "It was a perfect fit."

## BENEFIT

### Implementing a modern data protection solution ensured backup and recovery success—and reduced labor hours

This California-based healthcare association has been impressed with Arcserve UDP since its implementation, noting tremendous improvements in its ability to successfully backup and recover critical data.

"We've gone from a very low percentage of successful backups to a 100% success rate on all backups jobs and every recovery I've performed," Jared says.

What's more, this association's IT staff has also been able to significantly reduce backup management time—and frustration levels.

"Back then, I was going in and changing tapes every day," shares Jared. "And, then the old backup system would disconnect, and I've have to spend an hour fussing around with it. This system we have now, though, it just works."

When asked if he would recommend the product to others, Jared responded with an enthusiastic yes.

"I have been very happy with UDP, and I'm definitely glad I chose it over Veeam. I recommend it whenever possible," says Jared.



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For more information on Arcserve, please visit [arcserve.com](https://www.arcserve.com)