Baystate Health

US SIGNAL®

VertitechIT®

Baystate Health System Keeps Health In Check With Zerto

EXECUTIVE OVERVIEW

Baystate Health System, with guidance and assistance from national healthcare IT consultancy VertitechIT, set out on a hyper-converged initiative. The the organization's goal was to move 80% of its environment to a software-defined datacenter (SDDC). Baystate Health System adopted VertitechIT's TransformIT™ process, choosing the entire VMware SDDC stack and deploying it in an active-active-active fashion across 3 data pods. To provide the extra layer of IT resiliency, VertitechIT engaged US Signal's Disaster Recovery as a Service (DRaaS) solution, powered by Zerto, to replicate key tier-1 systems off-site and into one of US Signal's Grand Rapids datacenters.

> "In 2016, following an eye-opening service outage, we needed to find a solution that was both cost effective and played well with our new SDDC journey. US Signal's DRaaS offering powered by ZVR delivered."

David Miller
CTO, Baystate Health

CASE STUDY: BAYSTATE HEALTH SYSTEM AND US SIGNAL

Challenges

- No geodiversity—all datacenters were in close proximity to main hospital site in Springfield, MA
- Needed to meet HIPAA compliance requirements – DR plan that could get systems back up and running under two hours
- Budget restraints restricting hardware purchases needed for implementing DR servers and networking equipment.

Solution

- DRaaS solution powered by Zerto Virtual Replication and managed by trusted partner US Signal

Zerto Results

Significant Cost Savings

DRaaS solution eliminates the need for additional hardware and licensing costs, lowering CAPEX and allowing Baystate Health System to focus on their core business instead of worrying about BC/DR.

Minimal Patient Impact

Back up and running within 11 minutes during an automated failover test.

Instant Managed Recovery

US Signal and their DRaaS offering—including monthly health checks, two full DR tests annually and a fully managed DR Playbook—provide the Baystate Health System IT staff a trusted partner for instant disaster recovery.

Baystate Health Transforms DR Plan With Zerto Through US Signal

Baystate Health System (BHS) is a not-for-profit, integrated health care system serving over 1,000,000 people each year throughout western New England. BHS has been providing health care in Massachusetts' Pioneer Valley for more than 140 years and relies on its applications and data to ensure efficient and uninterrupted operations.

Baystate Health System wanted to create redundancy for its mission-critical applications and servers to guarantee continuous availability beyond its on-premises architecture. The active-active-active design provided synchronous replication and protection against certain planned and unplanned outages.

The BHS IT team recognized that if catastrophic events such as human error or a natural disaster were to occur, they would not be able to recover critical applications and data. An additional layer of resiliency was in order. Baystate Health System turned to VertitechIT for guidance on modifying DR strategy so it could be confident of true IT resilience.

HIPAA compliance requires BHS to have aggressive security protocols and guaranteed SLAs when it comes to downtime. The institution demanded a solution that would have it up and running within 2 hours of any outage or disaster.

After gathering requirements, VertitechIT found a potential fit in US Signal's disaster recovery-as-a-service (DRaaS) offering powered by Zerto Virtual Replication. After engaging US Signal, Baystate Health System discussed the possibility of stretching its network to a US Signal site which would have acted as a fourth site not completely eliminating their near-synchronous replication. US Signal provided an alternative solution which gave BHS application redundancy with near synchronous replication.

US Signal's DRaaS offering came with additional benefits that were reassuring to the Baystate Health System IT team. US Signal provides reserved compute on demand, a fully executed Disaster Recovery Playbook, monthly health checks to stay on top of RPO and RTO SLAs, and two managed DR tests annually to ensure everything is working as planned. Replicating to US Signal's Grand Rapids datacenter in Michigan gave BHS the geodiversity that they didn't have with their previous solution, along with huge cost savings since no additional servers were needed to purchase for the DR site.

AT A GLANCE: BAYSTATE HEALTH SYSTEM

Sites/Location
2 sites, local Springfield site and US Signal's Grand Rapids datacenter

Applications Protected
Peoplesoft, PACS, Onbase, Vocera, MetaVision, MedStation, Kronos

Storage
NSX technology with vSAN

VM Environment
75 VMs protected

The partnership with US Signal and a DRaaS solution powered by Zerto means Baystate Health System now has a resilient BC/DR strategy in place with a team of experts for support.

About US Signal

US Signal is a leading IT solutions provider, offering secure, reliable network, cloud hosting, colocation, data protection, and disaster recovery services — all powered by its expansive, robust fiber network. US Signal also helps customers optimize their IT resources through the provision of managed services and professional services. www.ussignal.com

About VertitechIT

VertitechIT is a national healthcare-centric consulting firm focused on transforming IT departments from an internally focused technical resource into a strategic asset serving all components of a hospital's eco-system. Part management consultant, part IT problem solver, and part digital transformation partner, the company is recognized as an industry pioneer in hyperconvergence and hybrid cloud technologies, implementing its unique TransformIT™ process at institutions nationwide. www.vertitechit.com

About Zerto

Businesses need to be available to their customers, 24/7/365. Zerto provides Resilience for Evolving IT™ by ensuring enterprises and their customers always have access to business-critical applications without any IT interruption, downtime or delay. Zerto's award-winning Cloud Continuity Platform is the simplest, most reliable BC/DR software solution built to protect applications on any virtualized IT environment—be it public, private or hybrid cloud. Zerto's proactive approach to recovery gives companies the confidence they need to withstand any disaster, easily incorporate new technology, and quickly adapt to accommodate evolving IT and business priorities. www.zerto.com

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