

# iland, now 11:11 Systems, provides a reliable DRaaS to RHD to support its essential and important work in the community.

## SOLUTION: DRaaS

Resources for Human Development (RHD) is committed to the fundamental value of dignity and respect for all human beings, priding itself on its history of innovation—and this extends to IT operations as well.

RHD is a US human services nonprofit that delivers caring, effective, and innovative services that empower people of all abilities to achieve the highest level of independence possible and build better lives for themselves. RHD supports more than 160 human service programs across 15 US states, serving tens of thousands of people every year with programs addressing intellectual and developmental disabilities, behavioral health, homelessness, addiction recovery, and more.

## The Importance of IT Availability

While IT innovation is not often associated with the nonprofit sector, the RHD IT team keenly understands the impact IT has on the mission of the organization. Allen Howard, Manager of Enterprise Architecture at RHD, explains the importance of IT availability to the company and their consumers.

“The decisions that our team members make are life and death,” Howard says. “Our consumers are often vulnerable and rely on us to support them 24 hours a day. If our IT systems are not available, then we’re putting people at risk.”

Howard and his team, along with their forward-thinking CEO, put in place a plan to acquire a reliable and cost-effective cloud-based disaster recovery (DR) solution to ensure there is no interruption to services in the event of a disaster.

## The Search for an Effective DR Solution

After a disappointing experience with another cloud provider that was unable to deliver a DR solution that worked, Howard continued his search and left no stone unturned to ensure he found the right solution.

In addition to talking to numerous peers in other companies about their experiences as well as interviewing vendors, Howard reviewed the Gartner and Forrester DRaaS reports, in which [11:11 Systems] is named a leader, to narrow his search. During a rigorous POC process, other vendors fell away and [11:11] was the only provider that successfully executed a failover to prove the capabilities of the [11:11] DRaaS for Zerto solution.

## CHALLENGES

- Previous DR solution didn’t work and was poorly supported
- Working with limited budgets and IT resources
- Needed a HIPAA-compliant DR solution

## SOLUTION

- 11:11 DRaaS with Zerto

## BENEFITS

- Successful failover of payroll system with RTO of < 1 minute
- Onboarding process was smooth and painless
- [11:11] support and engineering teams have been “outstanding”
- Essential security and compliance to meet HIPAA

## PROFILE

- Size: Commercial
- Industry: Non-profit

“[11:11] has been able to deliver exactly what we needed in a DR solution—reliable, cost-effective DRaaS that is compliant to HIPAA and really works! They are a true DR partner to RHD, not just a vendor.”

**Allen Howard, Manager Enterprise Architecture at RHD**

## A True Partner in DR

After being disappointed in the past with a lack of support from DR providers, Howard was keenly focused on establishing a true partnership this time. “We wanted our DR provider to understand our needs, ensure they were met, and treat us as a partner—not just a customer,” Howard said.

Howard was initially impressed with the responsiveness and market understanding of the [11:11] salesperson he worked with. And this good impression extended into the POC process, and eventually the onboarding.

“[11:11] really proved their mettle in the POC,” Howard explains. “Where others failed or gave up, [11:11] persevered and were committed to helping us make it work. And, the support we got during the onboarding process was outstanding—the [11:11] engineers were proactive in keeping track of test dates and helping us with DR testing.”



## Familiarity and Visibility

Having a small infrastructure team to handle many IT tasks, it was also important for Howard to find a VMware-based provider to ensure the DR solution was easy to manage. [11:11]’s VMware expertise and underlying best-of-breed vCloud platform smoothed the transition to a cloud-based DR solution for RHD.

They also appreciate the visibility and management functions available through the secure [11:11] Cloud Console. “The console is laid out well and makes it easy to configure all DR elements and check on things. It’s hard to make a mistake because the console is so intuitive,” said Howard.

## HIPAA Compliance

With funding for RHD coming from US Government health programs as well as private health insurance, HIPAA compliance is essential across IT operations. Howard and his team did their due diligence on the ability of the [11:11] DRaaS solution to help RHD maintain their HIPAA compliance—and they were reassured. [11:11] provided extensive reports showing the compliance of both the cloud platform and organizational processes to HIPAA along with SOC compliance reports that gave RHD the confidence they needed that the target failover location would maintain their HIPAA compliance.

## Long-term Partnership

As RHD teams continue to pursue IT innovation to support the important work the organization does in the community, their IT resiliency in the event of a disaster is now assured with the [11:11] Secure DRaaS for Zerto solution.

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