

Offsite backup safely protects data for Oregon-based Portland Diabetes and Endocrinology Center.

SOLUTION: BaaS

Portland Diabetes and Endocrinology Center (PDEC) has been a pioneer in the field of diabetes treatment and hormonal disorders for nearly 100 years. With two locations serving the local population, they store countless medical records of patient data, as well as business systems.

While their doctors and staff focus on the life-saving work of practicing medicine, they contract with Convergence Networks, a Portland-based MSP, to manage the infrastructure and systems. The trust built into this long-term relationship ensures that the priorities of PDEC are reflected in the decisions made by their partner, Convergence.

A Catalyzing Event

As with most forays into business continuity in the cloud, PDEC started their journey with an unfortunate technical mishap.

PDEC was doing regular backups using their on-premises Veeam solution, and sending them to their secondary location, for safekeeping. A host was in place at the secondary location, in the event of a failure at the primary location. It seemed secure and safe—until a disk was corrupted. The result was a tumultuous few days in which Convergence recovered their systems, but the corruption caused the loss of 1.5 days of data.

“I realized it was time to examine our business continuity strategy,” said Debra Bartel, Clinic Manager. “Portland is in an area susceptible to natural disasters. We needed geographic diversity.”



CHALLENGES

- Need off-site backup for critical medical records
- Must provide geographic diversity at a low cost

SOLUTION

- [11:11] Cloud Backup for Veeam Cloud Connect

BENEFITS

- Straightforward implementation
- Predictable, low costs
- Easy management integrated into Veeam solution

PROFILE

- Size: SMB
- Industry: Healthcare

"I love the idea of having Veeam control everything. I can make my off-site copies from the existing backups on the NAS without impacting the performance of my servers."

Karl Middlebrooks, vCIO at Convergence Networks

The Technological Context

Convergence had selected Veeam to both manage their clients' virtual environments and handle their backups. While they had an alternative for physical systems, Karl Middlebrooks, vCIO of Convergence, started looking at his options.

"I didn't want to manage two backup products", says Middlebrooks. Naturally, the recently introduced Veeam Cloud Connect options were attractive.

He reached out to his Veeam contact, who provided background on the offsite backup solution, its configuration, and the service providers with whom he could work.

Identifying a Cloud Partner

Veeam pointed Middlebrooks to their online directory of service provider partners. Among them was iland, now 11:11 Systems, Veeam's Cloud Service Provider of the Year. Of those he contacted, [11:11] was the most responsive and had an appealing national presence.

Convergence was looking for a cloud partner that would be cost effective and clearly-priced. PDEC was a cost-conscious organization, as are many of Convergence's clients. They were also looking for a partner that would smooth the process of onboarding and ongoing management of the offsite backup solution. Able to deliver on both requirements, [11:11 Systems] was chosen.

Onboarding and Configuration

Initially billed as a pilot project to PDEC, Convergence set to work getting their 6TB of storage backed up into the [11:11] cloud. While establishing the account with [11:11] and configuring Veeam Cloud Connect was straightforward, they did run into a challenge.

Because their backup solution was configured years ago, with a prior version of Veeam software installed, it wasn't optimized for VCC and was struggling to replicate with 10 mbps upload speeds. Working directly with Veeam, Convergence learned there was a way to modernize their local settings, which, in turn, fixed the off-site backup solution.

"Now, [11:11] Cloud Backup with VCC just works. It doesn't give us problems," said Middlebrooks. "All the doctors are happy to know their data is protected off-site without costing much."

A Long-term Partnership

With a successful implementation complete, Middlebrooks is eagerly introducing other clients to offsite backups with [11:11] and Veeam. He knows his MSP isn't in the business of managing backups or infrastructure, nor can they provide the geographic diversity required.

So, he's happy to work with a partner to expand their portfolio of offerings, deliver value to clients, and protect data quickly and easily.

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