# Assuring Availability of your healthcare information

Clinicians and patients depend on information delivered by clinical applications. Assuring the availability of those applications is essential to care outcomes and hospital reputation. Doing more with less has been a persistent challenge across the board and especially in IT. Let Veeam® help you optimize data protection so you can reinvest in care.

## Leverage our healthcare expertise

Optimizing data protection in healthcare requires knowledge of regulations, best practices and collaboration with senior IT leaders across the industry. Veeam's Healthcare Practice can help you recover faster, reduce capital and operating cost, and prepare for the unknown, whether it be M&A activity, cloud migration or new operating platforms.

Veeam protects clinical applications for more than 20,000 healthcare customers worldwide who run every major EMR, including Epic, Cerner, Allscripts and MEDITECH*. These providers trust Veeam for proven protection and recovery of their clinical applications and data centers. Veeam delivers reliability with simplicity, flexibility and a low total cost of ownership, allowing IT staff to focus on new clinical solutions and their journey to the cloud.

## Clinical application protection

- EHR: Many health record systems have unique data protection needs, and Veeam understands them to ensure proper protection and recovery.
- PACS: Imaging systems, image repositories and workflow applications often require protection and recovery of VMs, physical systems and NAS file repositories.
- Document management: Medical and business documents are processed and stored using a variety of architectures that can include VMs, physical servers, NAS and cloud repositories.

Whatever your architecture, Veeam has you covered, including seriously powerful, modern NAS Backup at scale.

## Epic: EHR system protection

- Epic-validated fast backup of Caché
- Protect Hyperspace infrastructure, Web- and Service-tier workloads
- Protect Clarity Analytics Databases and WebBlob on NAS

Veeam delivers high-performance, agentless backups for Caché on Linux at three to five times the speed of other methods.

Veeam works closely with Epic to validate our methodologies, and Epic has no concerns using Veeam to protect Caché on Linux. Contact our solutions team for more information: epic@veeam.com.

## Office365 for healthcare

- Protect Microsoft Exchange Online, SharePoint Online, OneDrive for Business and Teams from malware and data loss.
- Regular backup of Microsoft Office 365 protects against malicious code, misuse and accidents.
- Clusters do not substitute for backups: Removed or corrupted information is replicated and lost.

Are you protecting your Office 365 data? The Microsoft Services Agreement recommends regular backups. They run the cluster, but they do not provide daily backups. Veeam provides complete recovery for your Office 365 data. Make sure you can recover to yesterday if something goes wrong.

### Healthcare overspends on long-term backup retention

There is a dramatic range of perspective on how long hospitals should keep their backups: Some keep theirs for 30 days, while others keep their backups forever. Many assume the long retention is due to regulatory requirements, but that is not actually the case. Retention times longer than needed have significant cost implications and lead to capital spending three to five times greater than necessary. How long are you keeping your backups?

### How do we translate applicable regulations into policy?

There are two policies at play: PHI retention and backup retention. PHI retention should be the responsibility of data governance and/or application data owners. Backup retention is IT policy that governs the recoverability of systems and data.

PHI persists in live systems so records in backups from one year ago will also be present in backups from last night. Keeping backups for very long term increases the capital requirements and complexity of data protection systems without mitigating additional risk or adding additional value.

### What are the relevant regulations?

HIPAA does not define duration for PHI retention or backups (CFR 164.306, CFR 164.308). State regulations govern how long PHI must be retained, usually ranging from six to 19 years, but the retention regulations refer to the PHI records themselves, not the backups. This is an essential distinction: There are not regulations that govern backup retention.

*Veeam does not support MEDITECH File and Transaction Servers at this time.

# veeam

## Backup & Recovery: Simple, flexible and reliable

- Easy to deploy and operate at any scale on proven healthcare platforms for virtual, physical, NAS and cloud data protection
- Cloud protection for AWS, Azure, VMware Cloud and IBM Cloud
- Your choice of hardware: Cisco, Hewlett Packard Enterprise (HPE), Pure, NetApp, Nutanix, Lenovo and many more

Want your clinical data off site? Veeam has proven solution providers that offer Backup as a Service and Disaster Recovery as a Service to keep your data safe and reduce your capital cost of data recovery.

Protect workloads wherever they run: on-premises or in the cloud. Recover to your data center, a cloud partner or the public cloud.

## Rapid recovery and immutable backups

- Resume application services in a few clicks without waiting for restores
- Low recovery point objectives (RPO) and recovery time objectives (RTO) to minimize impact
- Data stays safe, ransomware stays out with air-gapped, immutable S3 object storage

Are you ready? Unexpected events happen, whether it's ransomware, data corruption, accidental data loss, weather or outages. Veeam quickly resumes service for individual applications and delivers automated workflows to restore entire data centers. Protect your backups against ransomware with immutable S3 repositories on and off site.

## Simple migration, failover and M&A  support

- Automate data center replication, testing and failover
- Minimize staff time and clinical application impact
- Test migration and failover workflows to ensure application dependencies are met

Data center recovery and transformation are ongoing challenges due to disaster, data center consolidation, migration or M&A. Veeam easily automates replication, testing and failover of virtual infrastructure with reporting to prove readiness.

## Closing thoughts

Veeam offers integrated data protection for the healthcare applications and middleware in your data center and offers protection for cloud services. Talk to us: See why so many hospitals and health systems trust Veeam.

## Platforms for healthcare data protection and recovery

Veeam provides integrated support for hospital operating platforms and middleware, which allows for the consolidation of protection solutions and rapid recovery from individual items to groups of applications.

- Hypervisors: vSphere, Hyper-V, Nutanix AHV
- Databases: MSSQL, Oracle, Caché, PostgreSQL, MySQL
- Physical: Windows, Linux, AIX
- Unstructured data: SMB, NFS, Windows and Linux File Shares
- Microsoft: Office 365, Active Directory, MSSQL, Exchange, SharePoint, OneDrive, Teams
- Cloud: AWS, Azure, VMware Cloud, IBM Cloud, Veeam Cloud Partners

### What is the right backup retention period for hospital systems?

Most agree that the right answer is 60–90 days. Thirty days may expose some risk from undesirable system changes that require going further back at the system level: Examples given include changes that later caused a boot error. Beyond 90 days, it's very difficult to identify scenarios where the data or systems would be valuable.

### What are the impacts of those policy choices?

Defining longer term retention policies drives dedupe appliance adoption due to the high degree of data duplication, which delivers precisely the opposite of what is sought from backup infrastructure: fast recovery.

Dedupe appliances are optimized for redundant data storage, but they are often not optimized for recovery performance, which ensures that large scale recoveries take longer and often preclude immediate recovery options such as Veeam Instant Recovery.

### Closing thoughts

It is fascinating that hospitals serving the same customer needs bound by similar regulatory requirements come to such different conclusions about backup retention. That should be a signal that there is real optimization potential.

**Learn more**
www.veeam.com

**Download free trial**
vee.am/availabilitysuite