

Success Story

Unitrends Revives Rappahannock General Hospital's IT Infrastructure



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David Glosser, Rappahannock General Hospital

Quick Facts

Industry

- Health care

Protected Platforms

- [Microsoft Windows Server 2003](#)
- [Microsoft Server XP Pro](#)
- [AIX Server](#)

Competitors

- Backup Exec
- ARCserve

Challenges

- Unreliable backup solutions
- Requires multiple vendors to solve one problem
- Need for an [all-in-one backup appliance](#)

Solution

- Unitrends [Recovery-731](#) and [Recovery Archive Unit](#)

Benefits

- A fool-proof, easy-to-use backup solution
- Knowledgeable, responsive support team

Customer Profile

Rappahannock General Hospital, located in Kilmarnock, Va., offers a full range of inpatient/outpatient medical, surgical and specialty services, 24-hour emergency care and state-of-the-art diagnostic imaging services. RGH is committed to improving the area's health and quality of life through rehabilitation programs, seminars, support groups and health screenings that promote education and prevention.

Challenges

Rappahannock General Hospital was using several backup vendors to protect a growing amount of data from foundation and engineering software to physician practices and hospital information systems. “Prior to 2007, we had DLT tapes and DAT tapes running on Backup Exec and ARCserve,” David Glosser, IS Engineer, Rappahannock General Hospital, said.

The challenges of unreliable backup and recoveries created a growing concern for Glosser. Backup Exec and ARCserve's backups were not serving its purpose as a source of data protection for the hospital's IT infrastructure. “Both software products were very confusing to use and were not helping me do my job in securing data,” Glosser said.

Tape is also an unreliable method for recovering data, and the costs have little to no return on investment.

Glosser felt uneasy about using unstable tape solutions to protect a large amount of the hospital's vital information, which would cause major setbacks, to say the least, if any disaster or major error occurred to cause data loss.

Glosser also expressed frustration that the current solutions required use of several sources to solve one problem. "We needed one source, one option for backup and recoveries that would be scalable, cost effective and easy to use," Glosser said.

Benefits

Glosser found a solution to fit the RGH's needs when the IT department reorganized its infrastructure to replace Backup Exec and ARCserve with Unitrends' recovery appliance and archive unit.

Unitrends' integrated solution provides RGH with a simple, all-in-one backup and recovery appliance, shortening the backup window for bare metal, incremental, daily and weekly backups.

"Unitrends gave us all the tools to manage and feel secure about our data backup needs," Glosser said. "We are thrilled with our latest upgrade and the support we received." The added advantages Glosser found to using Unitrends' solution over other backup and recovery solutions were "the fool proof, ease of use and awesome capabilities" of the products.

Unitrends also has something that other backup vendors oftentimes overlook: a helpful support team. A product should speak for itself but also must be supported by a reliable team of system engineers who know backup and recovery cold. Unitrends' support focuses on each user's individual needs to create the best customer experience. "Everyone from sales to invoicing is very friendly and great to work with," Glosser said.

Unitrends knowledgeable and responsive support team is a necessary attribute to the company's performance and integrity, while its products simply speak for themselves.

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