Commvault®

BAPTIST HEALTH

Protecting critical patient-care data at Baptist Health, from restores to ransomware.

BAPTIST HEALTH

Large health system tightens threat mitigation while shortening restore and management times with Commvault® Cloud.

At A Glance

Industry
Baptist Health

Headquarters
Jacksonville, FL

URL
www.costar.com

Key Assets Protected

- Protecting critical patient-care and organizational data on-premises and in Microsoft Azure

- Ensuring compliance for HR and legal data requests

CHALLENGE

- Ensuring uptime on critical patient systems and data
- Simplifying management of a hybrid cloud infrastructure
- Staying ahead of cybersecurity threats
- Maintaining compliance and reducing the time involved in data requests

SOLUTION

- Protects and manages its hybrid cloud environment in a single place with Commvault® Cloud HyperScale™ X
- Gains comprehensive reporting and peace of mind that backups are valid
- Tightens threat mitigation with immutability, multi-factor authentication, and modern air gap controls
- Rapidly finds and exports records with Commvault Cloud Compliance Software

RESULTS

- Restores data two to three hours faster – enhancing patient care
- Cuts backup and restore management in half, saving about 40 person-hours per week
- Increases its deduplication rates by three percentage points, helping reduce cloud costs
- Tightens threat mitigation for customer-facing systems

CHALLENGE

Driving Patient Care

From the ER to the OR, in a healthcare environment, systems and data are critical to patient care.

"Patient safety and satisfaction, and the bottom line, depend on our systems being available," said Ryan Hooley, Senior Director of Enterprise Architecture and Reliability at Baptist Health.

Based in Jacksonville, Florida, Baptist Health serves families throughout the region with high-quality, comprehensive care for every stage of life across more than 100 locations.

For over a decade, Baptist Health has relied on Commvault for data management and protection. Now as the company migrates to a hybrid cloud infrastructure, it needs to simplify data management across workloads, keep costs down, and stay ahead of new threats from ransomware.

Baptist Health reduces restore times by **6 times** getting critical data hours sooner

SOLUTION

Protecting a Hybrid Cloud Infrastructure

Given its track record with Commvault, Baptist Health once again turned to the trusted partner to upgrade its data protection and management. The move to Commvault Cloud gives the health system a modern, one-stop solution that protects against threats and helps balance capacity.

"Commvault has been very consistent for us and continues to grow with us," Hooley said. "Commvault Cloud was the next evolution to give us ransomware protection, immutable snapshotting, comprehensive reporting, and peace of mind that we have valid backups."

With support from the Commvault team, Baptist Health replaced its existing Dell EMC Isilon backend storage and MediaAgent servers with the new HyperScale™ X hardware.

Maintaining some data on tape, Baptist Health leverages HyperScale X to reuse its existing tape libraries, keeping backup data long-term. If needed, they can restore directly to the cloud without having to spin up bubble networks or turn to separate hardware.
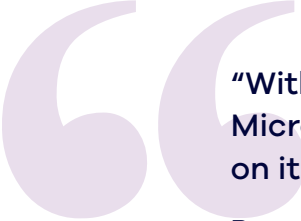
At the same time, Commvault delivers essential ransomware protection that layers in immutability, multi-factor authentication, and modern air gap controls for tight threat mitigation.

Baptist Health oversees its hybrid environment in one place. The team defines role-based access for backup and recovery plus builds in backup service levels.

"With Commvault, we have a single pane of glass to see everything in Microsoft Azure and on-premises to ensure it's all backed up and report on it. That's a massive time-savings," Hooley said.

Commvault Cloud additionally helps maintain regulatory compliance and respond to information requests. When the HR or legal teams need specific information, they're able to find it much more quickly—with minimal need to involve the IT team.

"Without Commvault, it was very difficult to get the information we needed and lock it down," Hooley said. "The beauty of the tool is we always have a copy on the backend to ensure data is forensically stable."

> "With Commvault, we have a single pane of glass to see everything in Microsoft Azure and on-premises to ensure it's all backed up and report on it. That's a massive time-savings."

Ryan Hooley, Senior Director of Enterprise Architecture and Reliability
Baptist Health

RESULTS

Restoring Data Hours Faster

Since the move to Commvault Cloud, Baptist Health reduced the time to restore a 50G database by about six times. That gives users access to critical information hours faster—enhancing patient care.

"Commvault is pretty phenomenal for restoring our SQL databases," said Chris Golden, Senior Director of Technology Services. "We're seeing two- to three-hour reductions in restore times. We have a high level of confidence in our ability to restore and it's a significantly less time-consuming process."

The team now spends about half as much time as before on backups and restores, saving about 40 person-hours across 10 people every week.

Baptist Health also increased its deduplication rate by three percentage points, helping reduce Azure costs, along with power and cooling costs for on-premises data.

As the company moves more to the cloud, Baptist Health anticipates even greater time-savings by managing it all in one place.

"Working with Commvault has been a very positive experience," Hooley said. "They have been extremely involved and invested in our success, which is awesome to see."

Cutting backup and restore management time in half, saving **40 hours/week**

Commvault® Cloud HyperScale™ X: Accelerate hybrid cloud adoption, scale out as needed, and manage data workloads from a single intuitive platform. **Learn more**