Why IT Resilience Matters for Healthcare

Successfully meeting patient care and compliance standards

Avoiding Outages in Healthcare

The healthcare landscape is changing dramatically as digital strategies, like virtual care, telemedicine and unparalleled speed in online care collaboration, open up new avenues for faster, patient-centric care. But this also underscores the need for business continuity and disaster recovery (BC/DR) strategies to protect the healthcare organization's mission critical applications and patient data from downtime outages and threats from attacks, like ransomware. Those strategies must also include how they meet compliance standards to protect that data.

The cost of healthcare downtime is steep, but the financial costs incurred are not the top organizational concern. The inability to protect patient safety and possess the right data to deliver effective, timely patient care poses far more serious potential consequences. Adding to the complexity, patient and healthcare information is highly regulated, yet healthcare applications are typically temperamental and complex, and ensuring their availability is challenging. Further, proving compliance to data protection regulations and standards are as equally as challenging.

Building IT Resilience

IT Resilience accelerates digital transformation and innovation by seamlessly adapting to new technology, while protecting the business and customers from disruptions. Zerto's IT Resilience Platform protects data and information in the hypervisor layer, increasing the stability of the BC/DR strategy as it interacts with the hypervisor, and not the application itself.

Medical applications are carefully configured so re-architecting them for any reason is challenging and could invalidate support agreements. Zerto installs seamlessly into the existing infrastructure with no hardware or software reconfigurations required.

But IT resilience is more than that – it's about protection from both unplanned outages, such as traditional DR use cases, as well as planned outages and migrations, providing protection for both. Zerto converges cloud mobility, disaster recovery, and backup solutions into a single, simple, scalable IT Resilience Platform™ that addresses use cases faced by healthcare organizations undergoing transformation.

THE PRICE OF EHR DOWNTIME

30% ⬆

increase cost of unplanned downtime in past 7 years per physician. [1]

=$634/hr

"The impact of downtime becomes epically critical when we lose any of our facilities, we can't accept new patients, ambulances can't be forwarded to hospitals, when they lose the IT framework we cannot do hospital work for the Houston medical area"

Trey Jones
Director, IT Infrastructure Services
Houston Methodist

HEALTHCARE FACILITIES

$740K per downtime incident

$8-9K per minute of downtime [2]

How can Zerto help with HIPAA Compliance

The Health Insurance Portability and Accountability Act (HIPAA) requires that organizations must be able to recover from a natural disaster. The law does not specify the exact process; however, failure to adequately recover from a disaster could lead to noncompliance and exposes officers of the organization to repercussions, such as fines or jail time.

Zerto's IT Resilience Platform™ helps healthcare organizations quickly recover from natural disasters. The non-disruptive disaster recovery testing clearly demonstrates to compliance officers that a recovery plan is in place that enables fast recovery of applications and data. This doesn't satisfy the complete DR plan, as critical personnel and communications must also be documented. However, the most critical piece, ensuring access to patient records, is solved with Zerto.

Leveraging Zerto in a healthcare environment

Zerto delivers the aggressive service levels that healthcare organizations need, while delivering on the promise of virtualization. Zerto extends the flexibility of virtualization to the BC/DR strategy.

Zerto Feature	How does it help Healthcare IT?
Hypervisor-based Replication	Minimizes interactions with volatile healthcare applications while delivering robust BC/ DR meeting stringent internal and external healthcare information requirements.
Minimize risk	Zerto delivers recovery point objectives of seconds (RPOs) and recovery time objectives (RTOs) of minutes, ensuring fast access to information.
Natively multi-tenant increases security across multiple sites	Electronic Health Records (EHR) are securely available across the healthcare network – doctors' offices, hospitals and clinics. Replication between multiple sites to one shared infrastructure provides consistent disaster recovery across all locations, while reducing costs and ensuring secure data separation.
Document Compliance with internal and external regulations	Robust reporting supports compliance with regulatory standards such as HIPAA and others. The DR testing report demonstrates that a viable recovery process is in place.
Reduce IT costs to help manage healthcare costs	Zerto can replicate between different types of storage and servers, extending the life of existing hardware assets. Additionally, a dedicated DR team is not needed, reducing operational costs.
Simple protection	Replication and orchestration in one product simplifies management.
Virtual Aware	Replicate only the information necessary, the virtual machine, which reduces network and storage requirements and costs.
No configuration changes required	Zerto installs seamlessly into the existing infrastructure in one hour – no hardware or software updates are needed.

Learn more about the benefits of Zerto for healthcare at zerto.com.

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