Case Study

Disaster Recovery for Allscripts and Healthcare Applications

BUSINESS

Liverpool Heart and Chest Hospital

INDUSTRY

Medical

APPLICATION

Allscripts

LOCATION

UK

SIZE

60 VMs

CHALLENGES

The business continuity solution must:

- Demonstrate success with disaster recovery testing

- Reduce complexity in the failover, failback, and reverse protection

- Ensure the availability of Allscripts

SOLUTION

Zerto Virtual Replication:

- Non-disruptive DR testing can be executed during business hours to accurately simulate the environment's response during an outage

- Fully automated to execute failover, failback, recovery, and DR testing with one click

- Aggressive service levels minimize the impact to patient care

Liverpool Heart and Chest strives to deliver the highest quality care to their patients. The IT team made a significant investment in an electronic health record system, Allscripts, to make it easy to share health information quickly and securely. This virtualized application quickly became central to their patient operations and ensuring its availability was a top priority. If Allscripts was unavailable, it would negatively impact the patient experience.

James Crowther, IT Operations Manager, started investigating new business continuity and disaster recovery (BC/DR) solutions. He looked at an orchestration tool, but it was only half the story. A separate replication tool would be required and then coordinated. This was not a smooth process and there was uncertainty of its performance in the event of an outage. James was introduced to Zerto Virtual Replication. He really liked that it was a complete disaster recovery product—replication and full orchestration. This eliminated the tedious coordination of two separate products. The non-disruptive testing was also critical. Testing is done during business hours to more accurately simulate the response of the environment. Zerto Virtual Replication gives them full confidence that Allscripts and other healthcare applications will be available, so patients receive the highest quality care.

THE PROBLEM

Liverpool Heart and Chest prides itself on delivering the best care possible. They saw a real opportunity to make information available faster through Allscripts. The all-encompassing electronic health records software would make it easy for doctors and nurses to look at a patient's history. As they transitioned from manual processes to Allscripts, it became clear that if this application was unavailable for any period of time, patient care would be impacted.

They started to research VMware vCenter Site Recovery Manager with EMC RecoverPoint. The coordination of the two products was overwhelming. The matching storage requirements and limitations on historical points for failover would not meet the service levels they needed. As they researched the requirements and the significant services engagement, it was quickly ruled out. They needed a solution which would extend the benefits of virtualization to their BC/DR strategy.

WHY ZERTO VIRTUAL REPLICATION?

Zerto Virtual Replication was immediately interesting to James as it has no hardware requirements—really aligning to their virtualization strategy. The biggest surprise was the overall simplicity of the solution. It installed in just 30 minutes. This was quite a change from the weeks they expected from other solutions. Additional benefits include:

- **Aggressive recovery point objectives (RPOs) and recovery time objectives (RTOs):** Zerto Virtual Replication delivers RPOs of seconds and RTOs of minutes, so applications are available quickly and with minimal data loss. This ensures no interruption to care of the patients at Liverpool Heart and Chest.

- **Continuous data protection with the journal:** The journal provides many failback points, making it easy to recover from logical failures as well as outages caused by natural and other types of disasters. The recovery will be executed to the exact point the business needs.

"When we migrated from paper files to all electronic files, robust disaster recovery capabilities quickly rose to the top of our priority list. Our goal is to ensure that a patient's experience is not impacted in any way, regardless of data losses or interruptions. To ensure that, we adopted Allscripts as our electronic patient record system, and implemented Zerto Virtual Replication to protect it. Zerto Virtual Replication delivers aggressive service levels, lets us test our disaster recovery plan with no impact and 'future proofs' our environment with no hardware dependencies. It is ideally suited to protect our healthcare environment."

James Crowther
IT Operations Manager, Liverpool Heart & Chest Hospital

"The granularity of the failovers is magnificent. The application can be failed over to how it looked 5.7 seconds ago, or 28 seconds ago, or 4 minutes ago. Other products do not deliver that level of granularity for failovers. This is critical for us as minimizing data loss helps us deliver quality care to our patients."

James Crowther
IT Operations Manager, Liverpool Heart & Chest Hospital

- **Simple automated disaster recovery testing with recovery reports:** The ability to test during business hours was critical. Most tests are done during weekends, when the rest of the business is shut down. This is not a real world scenario. With the non-disruptive testing, the reaction of the environment is more accurate, giving the organization full confidence that the BC/DR test will execute correctly.

- **Automated failover, failback, and recovery:** Through automation, production workloads can be replicated and recovered consistently through a simple, repeatable process. The automation ensures accuracy while accelerating recovery time objectives.

- **Simple management:** Zerto Virtual Replication is very easy to use. It plugs right into VMware vCenter, keeping management centralized and simple, and it is just a single click to protect, test, and execute a failover. Additionally, it does not require ongoing management or maintenance.

- **Simple, seamless installation:** Zerto Virtual Replication installed into the existing infrastructure in only 30 minutes. There were no storage updates, hypervisor patches, OS upgrades, or other configuration changes required. It was critical that the healthcare applications were not significantly re-architected, and with Zerto, they were not changed at all.

About Zerto

www.zerto.com

27-43 Wormwood Street
Suite 530 Boston, MA 02110

p: 617.993.6331
f: 617.274.8795

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