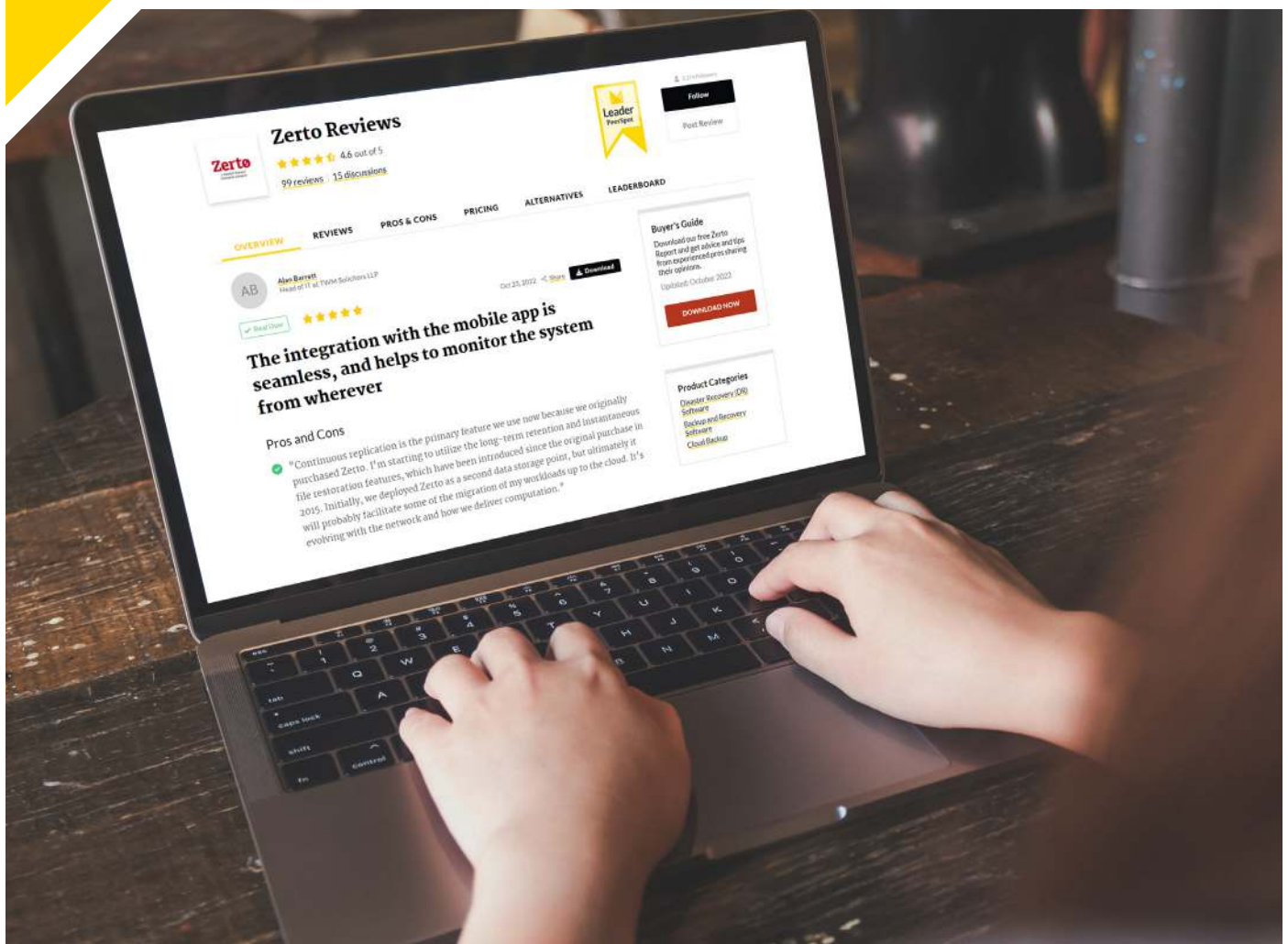


# PeerPaper™ Report 2022

Based on real user reviews of Zerto

## Modernizing Data Protection in a Hybrid World for Healthcare |



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# Introduction

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IT managers in healthcare handle significant volumes of data in a highly regulated industry. This data, and the protection of it, are vital across the healthcare ecosystem to inform patient care and enable healthcare administration processes such as billing, supply chain, and regulatory compliance. Protecting this data is also a challenge, especially as healthcare companies evolve toward hybrid cloud architectures. This paper examines the issue, based on the experiences of Zerto users in healthcare. In their review on PeerSpot, they discuss how Zerto helps them mitigate the ransomware threat, improve disaster recovery (DR), and migrate systems both on-premises and in the cloud. Zerto also helps them save time in their DR while reducing downtime.

# Data Protection Use Cases in Healthcare

PeerSpot members in healthcare put data protection technology to work in many varied use cases. For example, a SQL Database Administrator at Aurora Mental Health Center, a healthcare company with more than 500 employees, uses Zerto to control its mission-critical production system as a backup and a failover. A VMware Engineer at Thomas Jefferson University Hospital, a healthcare company with more 5,000 employees, uses Zerto to migrate VMs [Virtual Machines]. In his case, he found Zerto easier to use than [VMware] HCX and SRM.

For a pharma/biotech company with over 10,000 employees, Zerto serves as a DR solution for application owners and system owners. An Engineer on their team explained, “It’s part of our service offering from the VMware side because we do the infrastructure for them. We help orchestrate and set it up for them at the back end.” He added, “We also use Zerto to remove RDMs [Raw Device Mapping] from the environment and help manage our storage. If we need to relocate the storage, we use Zerto, especially when going from multiple vCenters or multiple clusters. It’s very convenient.”

Niagara Health System, a healthcare company with over 1,000 employees, similarly uses Zerto for disaster recovery and business continuity. According to their IT Architect, “We are protecting SQL, our file servers, and some other applications that are specific to the healthcare domain.”



**John S.**  
IT Architect, ICT Dept at  
Niagara Health System



**“We are protecting SQL, our file servers, and some other applications that are specific to the healthcare domain.”**

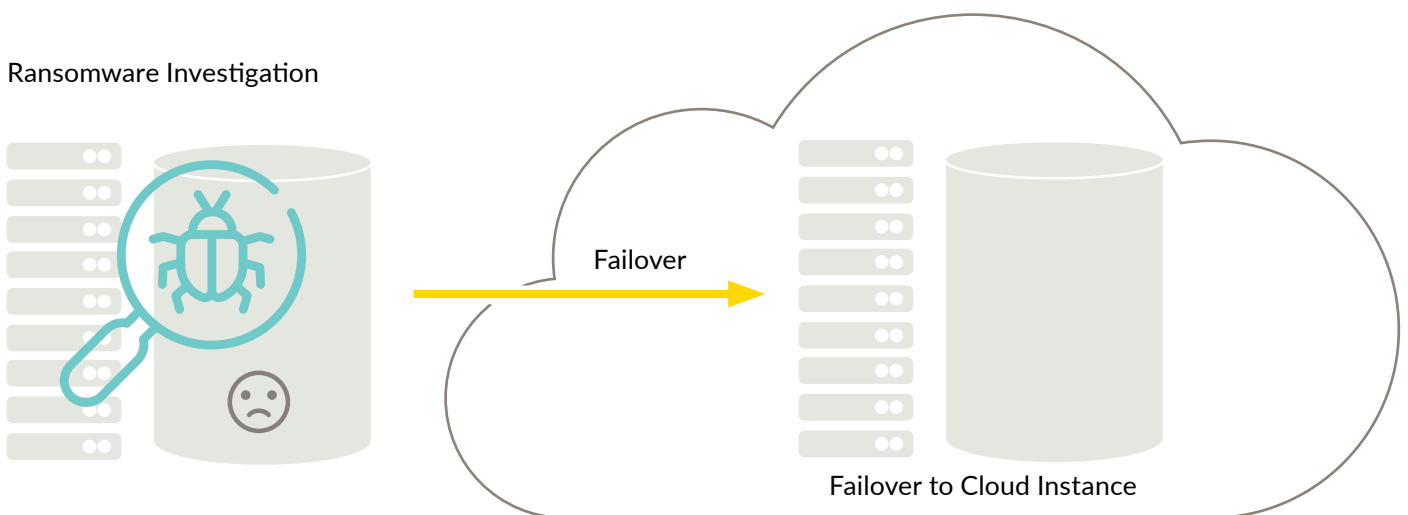
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# Defending Against Ransomware

Ransomware is a major threat for every business, but healthcare is in a different category of exposure. A ransomware attack in healthcare can put patients' lives at risk. Data protection becomes critical in this context. A Manager of Architecture and Network Operations at Employee Health Insurance Management, Inc., an insurance company with more than 50 employees, offered an example. He said, "The solution saved us time in a data recovery situation due to ransomware. We got infected, noticed the infection within seven minutes, and restored it to a point in time. We failed over to our disaster site, deleted the infected server, and 24 hours later we replicated back to our corporate site."

Niagara Health System's IT Architect also acknowledged the value of a fast recovery point, though his organization has fortunately not yet to use Zerto for ransomware recovery. As he said, "We haven't been hit with anything like that yet. That's one of the things that also made it attractive for us, was that we're able to potentially get to a point in time just before that happened."

Figure 1 - Ransomware investigation in progress as compute and fails over to cloud instances.



# Improving Disaster Recovery

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DR is a workload that all healthcare IT departments want to make more efficient. Zerto helps on this front, with an Architect at a healthcare company with over 10,000 employees, for instance, observing, “It has also helped to reduce our DR testing. Previously, when we were doing it across our own locations, we had to make sure it was working by doing a lot of testing back and forth.”

“We use it to protect VMs. Disaster recovery is our use case,” said an IT Architect at a healthcare company with over 10,000 employees. He added, “Our compliance requires that we need to simulate a DR exercise every six months if we are protecting a VM. One of the features of Zerto is simulating a disaster recovery exercise in case of failure. We fail back the VM to the DR site, and when the event is over, we fail it back to the production site.”



**Gordon C.**

Manager of Architecture  
and Network Operations at  
EMPLOYEE HEALTH INSURANCE  
MANAGEMENT, INC



**“The solution saved us time in a data recovery situation due to ransomware.”**

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**Systems Engineer**  
at a insurance company with  
51-200 employees

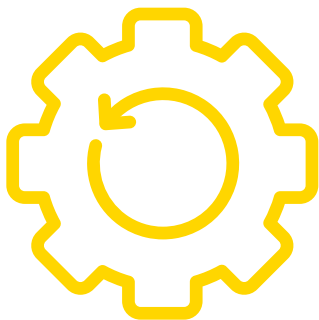


**“It is the backbone of our DR solution for critical databases that hold the data we can’t afford to lose. It provided new opportunities to change how we approach disaster recovery.”**

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A Systems Engineer at an insurance company with more than 50 employees described Zerto as “tremendously valuable,” adding, “It is the backbone of our DR solution for critical databases that hold the data we can’t afford to lose. It provided new opportunities to change how we approach disaster recovery.”

This user went on to share that Zerto enabled his team to transition from data recovery based in a physical data center to the cloud and protect VMs in that environment. He then said, “Our RPOs also improved tremendously. We used it to migrate a server, which provided a wonderful recovery time. It worked well. Our RTOs improved tremendously. It reduced downtime in most situations and the time spent on DR testing. A DR test used to run probably 48 hours and involved around four engineers. With Zerto, it runs for about six hours and only requires two engineers.”



**Saves Time  
During DR Testing  
and Recovery  
Scenarios**

# System and Cloud Migrations

PeerSpot members find Zerto useful in system and cloud migrations. “We also use it for migration planning,” said a Converged Infrastructure Engineer at an insurance company with over 10,000 employees. He went on to say, “If we need to move VMs from on-premise to Azure or back, or it was built in the wrong place, we can easily move it over.”

An Engineering Manager at Thomas Jefferson University Hospital, a healthcare company with more 5,000 employees, shared that his team uses the solutions in the process of consolidating data centers. He said, “We have 13 hospitals and two main data centers and a cloud presence. We’re trying to collapse everything. We’ve been using Zerto to move the workloads over to our primaries.”

He then commented, “It’s allowed us to save a lot of money by collapsing a few data centers. We have been able to evacuate the hardware in the one data center in our virtual environment, and then shut down and get rid of all those hosts.” Further to this point, he said, “One of the valuable features is the ability to re-IP on the fly, because it makes the migration a lot smoother on the system end.”



**Robert M.**  
Engineering Manager at Thomas  
Jefferson University Hospital



**“It’s allowed us  
to save a lot  
of money by  
collapsing a few  
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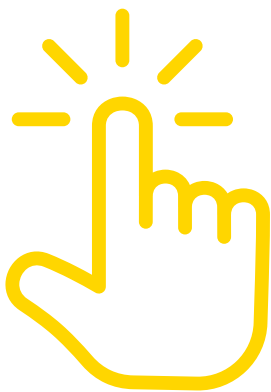


Architect  
at a healthcare company with  
10,001+ employees



**“The total time for replication has been reduced drastically for us and that really adds value in the long run because time equals money and resources.”**

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**Eliminates  
Manual Processes**

“Zerto made our migration from different data centers very easy and very smooth,” said Thomas Jefferson University Hospital’s VMware Engineer. He added, “Zerto support and our account manager have always been there to help us out.”

A Lead Site Reliability Engineer at an insurance company with over 1,000 employees noted that Zerto “gives us a seamless, performant data center migration.” He then remarked, “When we were migrating between physical data centers, we did what normally would have been a 72-hour job in about 18 hours. A large part of that was thanks to Zerto being able to rate limit and throttle how much data was being sent or transfers were happening. Being able to script around it and create governors was important. We didn’t have that previously. That is one big use case that has saved an immense amount of time and effort.”

For additional context, this user mentioned that their previous data migrations had been “really tough and hard.” He said, “It was high stress with late nights, no sleep, and a lot of coffee and Red Bull. We didn’t have that this time. Everyone felt that we got through this in a slightly longer working day instead of 72 hours. So, we have seen a return on investment.”

“To move the data back, depending on the size of the disaster,” he went on, “if we were to have to rebuild our hardware on-premises, that would obviously require more people. But if it’s just a matter of restoring data from the cloud, it would only need one person.”



## Consolidates Tools

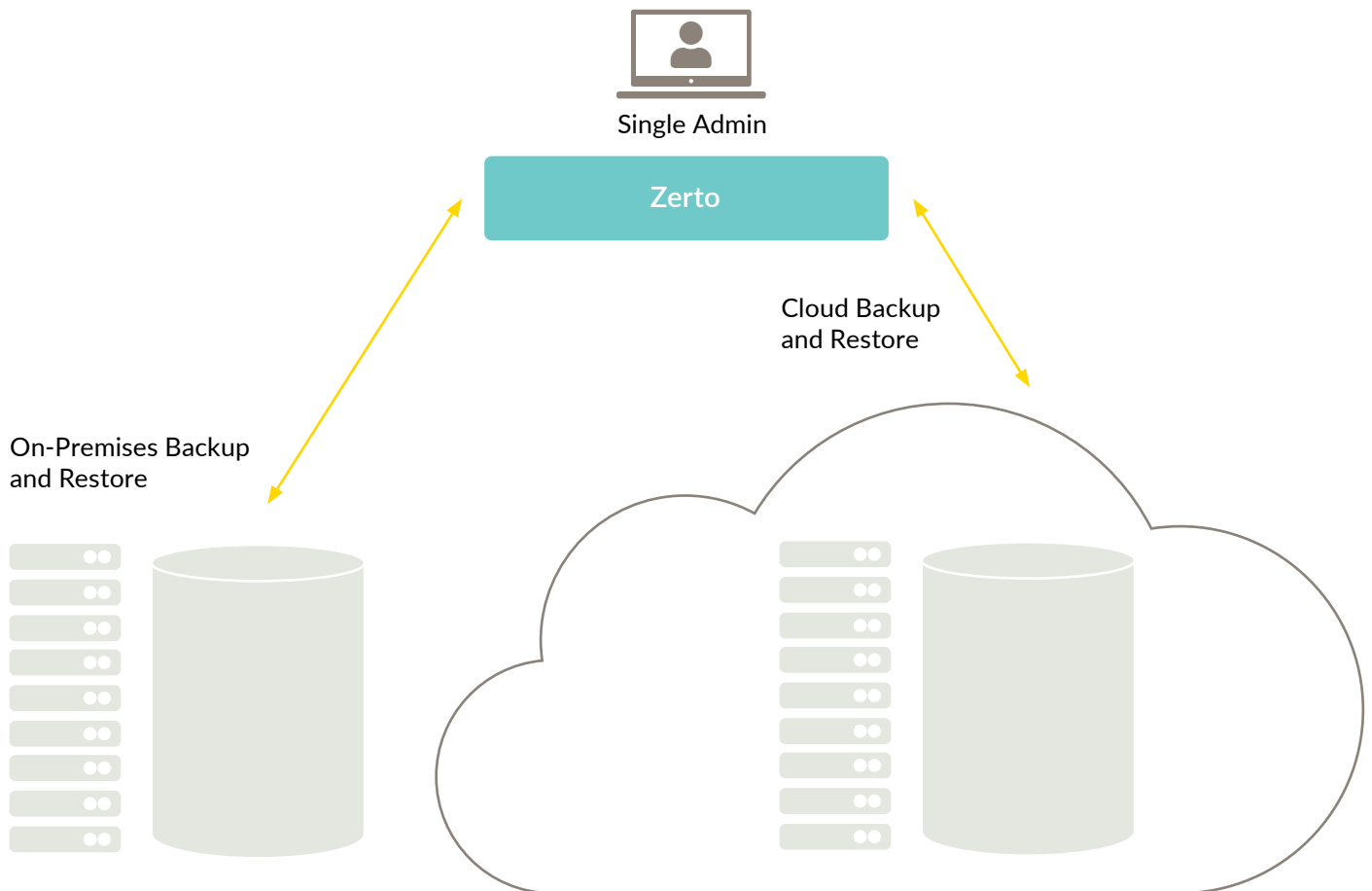


Figure 2 – Management of both cloud and on-premises backup and restore through a single interface, by a single admin.

# Reducing Downtime

Downtime in a healthcare setting can be disruptive, or even dangerous. Care teams cannot attend to patients when there are outages. If an outage is long enough, without failover or recovery, patients may be at risk. Zerto users were pleased that the solution helps them reduce downtime by moving more quickly with recovery. As Aurora Mental Health Center's SQL Database Administrator explained, "Zerto has taken us from being able to do a failover in four to six hours down to one to two hours."

Thomas Jefferson University Hospital has architected their systems with seeding and mirroring to make downtime virtually nonexistent. Their VMware Engineer pointed out, however "On the failover, it only takes two seconds of a blip. Zerto's speed of recovery compared to that of others is great. It's incomparable, and the ease of use is always there."

"It has saved us time in our failovers," said Thomas Jefferson University Hospital's Engineering Manager. Saving time with replication is what mattered to an Architect at a healthcare company with over 10,000 employees. He said "The total time for replication has been reduced drastically for us and that really adds value in the long run because time equals money and resources."

Employee Health Insurance Management's Manager of Architecture and Network Operations put it this way: "It reduced our downtime. We can recover in five to six minutes versus 12 hours. That amount of downtime would have cost our organization \$30,000."



Tim L.  
SQL Database Administrator at  
Aurora Mental Health Center



**"Zerto has taken us from being able to do a failover in four to six hours down to one to two hours."**

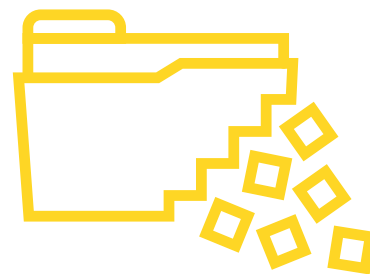
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# Why Customers Choose Zerto Over the Competition?

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Data protection customers have many choices in the market. For PeerSpot members, Zerto stood out for reasons that included more optimal staffing, quality of replication and ease of use. Aurora Mental Health Center's SQL Database Administrator explained, "We looked at some other options, but nothing really compared to what Zerto offered. The main differences were the ease of use, not having to have a dedicated person assigned to watching it, and the automation. A lot of this stuff is taken care of through Zerto without us having to script or put a lot of effort in on the back-end. Everything is automated."

"We were looking at VMware Site Recovery Manager at that time as the other option, and Zerto seemed a lot easier to use and has easier upgrade paths," said Niagara Health System's IT Architect. He added, "Even within the path to update your VMware environment with two products, it seems like the easier of the two products."



**Reduces Data  
Loss and  
Downtime**



Tim L.

SQL Database Administrator at  
Aurora Mental Health Center



**“We looked at some other options, but nothing really compared to what Zerto offered. The main differences were the ease of use, not having to have a dedicated person assigned to watching it, and the automation.”**

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The IT Architect at the healthcare company with over 10,000 employees felt that, for speed of recovery, Zerto is faster than SRM. He said, “SRM takes more time and needs some manual effort. Veeam is pretty good and on par with Zerto.”

A healthcare company with over 10,000 employees evaluated Veeam and SRM. Their Architect put the choice in context, saying, “Zerto is an HPE product, and we have been using a lot of HPE servers. That trust in HPE won our business. When comparing Zerto with Veeam and SRM, the latter are newer in the market. They try to provide a multi-cloud strategy with tie-ups across six different clouds, which is different from Zerto. That’s where I would use them if I had to. All the solutions were almost equal but Zerto is still better because they have a lot of releases and new versions.”

# Conclusion

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A loss of data or a major system outage is a problem in any industry. In healthcare, such an event can lead to regulatory issues or even a crisis of patient safety. Thus, IT managers in this industry face significant pressure in data protection—with expectations that the process will become better, but also more efficient over time. As Zerto users in healthcare describe in PeerSpot reviews, it is possible to modernize data protection as well as achieve gains in DR response, ransomware mitigation, and related system management processes.

# About PeerSpot

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PeerSpot is the authority on enterprise technology. As the world's fastest growing review platform designed exclusively for enterprise technology, with over 3.5 million enterprise technology visitors, PeerSpot enables 97 of the Fortune 100 companies in making technology buying decisions. Technology vendors understand the importance of peer reviews and encourage their customers to be part of our community. PeerSpot helps vendors capture and leverage the authentic product feedback in the most comprehensive way, to help buyers when conducting research or making purchase decisions, as well as helping vendors use their voice of customer insights in other educational ways throughout their business.

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# About Zerto

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Zerto, a Hewlett Packard Enterprise company, empowers customers to run an always-on business by simplifying the protection, recovery, and mobility of on-premises and cloud applications. Zerto eliminates the risks and complexity of modernization and cloud adoption across private, public, and hybrid deployments. The simple, software-only solution uses continuous data protection at scale to solve for ransomware resilience, disaster recovery and multi-cloud mobility. Zerto is trusted by over 9,500 customers globally and is powering offerings for Amazon Web Services, Google Cloud, IBM Cloud, Microsoft Azure, Oracle Cloud, and more than 350 managed service providers.

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