



Putting Data Backup and Disaster Recovery to the Test

How TruBridge Delivered Cloud Backup Services to Meet the Disaster Needs of Sidney Regional Medical Center.



About Sydney Regional Medical Center

Located in Sidney, Nebraska, Sidney Regional Medical Center (SRMC) is comprised of an Acute Care Facility with 24-hour Emergency Room Services, Home Health and Hospice Services, an Extended Care Facility, an Assisted Living Facility, and more. Their goal is to provide quality healthcare in a timely manner and to be your healthcare provider of choice.



About TruBridge

TruBridge brings years of expertise in delivering effective business, consulting, and manage IT services for the unique challenges faced by rural and community healthcare providers.

Introduction

As a not-for-profit, 25-bed community hospital located in Sidney, Nebraska, Sidney Regional Medical Center (SRMC) serves a seven-county area encompassing the southern Nebraska panhandle and northeastern Colorado.

Readily available access to their information systems is critical in treating the patients they care for. Should those systems go offline, having a proven backup and recovery plan is crucial. As part of their transition to an electronic health record (EHR) system, they looked for a backup solutions provider that was in alignment with the hospital's need to be able to quickly recover both applications and data should disaster strike. For Sidney, any amount of downtime is a setback for maintaining high quality patient care.

Jennifer Brockhaus, CIO at SRMC, explained their thought process in choosing a provider, "we wanted a company that could not only deliver complete backup and recovery services for all of our mission critical systems, but one that also understood the unique dynamics of healthcare."

Focusing exclusively on the community and rural healthcare marketplace, TruBridge was a natural fit. In addition to designing, implementing and managing the backup architecture, TruBridge also provides managed disaster recovery services to assist SRMC during times of crisis. In selecting TruBridge as their preferred partner, SRMC embraced the total protection package they brought to the table—from safeguarding individual data files to full business continuity services.

Passing the SRMC Data Recovery Test

In accordance with HIPAA regulations, hospitals must not only implement strategies for data backup and disaster recovery (DR), but test those plans regularly. When approaching TruBridge, Brockhaus established a 48 hour recovery time objective (RTO) for all systems essential to SRMC's operations. Moreover, she wanted to simulate several test scenarios including one in which the EHR, email, and file servers needed to be recovered to the cloud.

It didn't even take 24 hours to get the systems operational.

According to Wendy Camilleri, Manager of TruBridge Backup and Recovery Services, "we conducted a DR test to show that their critical systems could be brought back online the very same day; it took less than 24 hours for all of the systems to be provisioned in our cloud, restored from a backup and made available to the client." The test also confirmed that if the SRMC location was to go down, all Brockhaus and her team needed was a secure Internet connection to access their applications and data.

“TruBridge is really good at getting back to me. They have even beaten me to the line! It lets me know that they are also looking at the backup situation.”

Jennifer Brockhaus, CIO at SRMC

Taking a Customized Approach to Data Backup and Disaster Recovery

After thoroughly evaluating SRMC's goals for disaster recovery, TruBridge recommended a solution that included an onsite infrastructure, as well as a cloud component resulting in a three phase approach to protecting SRMC data:

1. Install and manage a centralized local backup architecture
2. Daily replication of local backups to the cloud for offsite redundancy
3. Weekly backup to portable media for further safekeeping

The onsite backup system includes multiple restore point capability for local file or system based recovery while the cloud based service provides SRMC with at least two weeks of online backups in the event of a catastrophic infrastructure failure at the local level. Weekly and monthly backups of the cloud data are also written to encrypted portable media, such as tape, and transported to a secure secondary location for further geographic diversity.

Daily reports confirming the status of backup jobs are emailed to SRMC and quarterly portable media backups are sent to the hospital for archive purposes. Annual DR testing and end-to-end HIPAA compliance are also included as part of the solution. The comprehensiveness of the TruBridge offering set them apart from other vendors.



TruBridge Reshapes Customer Service and Tackles Downtime

TruBridge understands the importance of putting customers first. According to Brockhaus, "TruBridge has exceeded our expectations in customer service. They have made a lot of accommodations to insure our goals are achieved. Their courteous and highly trained IT staff is ready to help whenever we need it."

TruBridge provides SRMC complete protection for their electronic health records system, as well as other critical enterprise applications. In the event of an accidental file deletion or a complete system failure, TruBridge's rapid-response capability minimizes the impact on operations providing SRMC the peace of mind of knowing their data will be fully restored in very short order with a single phone call.

"TruBridge does an excellent job. I like the service. I like what they offer. I like how it works. I can't imagine changing. I can't imagine the headache of going down a different road."



**Want to learn more about
our Backup & Disaster
Recovery Solutions?**

**Contact TruBridge to
learn more.**



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