Zerto | Case Study

UofL Physicians

Powerful Disaster Recovery with No Environmental or Operational Impact

Overview

University of Louisville Physicians is the largest, multispecialty physician practice in the Louisville area. UofL Physicians' nationally renowned physicians care for all ages and stages of life, from pediatrics to geriatrics. They all are professors and researchers at the UofL School of Medicine, teaching tomorrow's physicians, leading research in medical advancements and bringing the most progressive, state-of-the-art health care to every patient. For greater efficiencies, UofL Physicians leveraged best practices to build their state of the art data center which included building a virtualized infrastructure, and now it needed to be protected. The one requirement they had was the business continuity and disaster recovery solution could not interfere with the current processes and needed to support aggressive service levels.

UofL Physicians evaluated an array-based solution, EMC RecoverPoint, and a backup-based solution, Veeam, before selecting Zerto Virtual Replication. One of the key reasons they virtualized their IT infrastructure was to leverage the flexibility it offers. With an array-based solution that flexibility is gone. Storage VMotion and VMotion could no longer be used and as their environment is constantly evolving, this was not an option. They needed the flexibility to ensure their operations would not be impacted. A backup-based solution was also evaluated, however, the snapshotting took too much power away from the applications and they were unable to get the aggressive recovery point objectives they needed for their environment. Veeam was great for their backups, just not suited for their replication needs. Zerto Virtual Replication delivered the aggressive recovery point objectives (RPOs) and recovery time objectives (RTOs) they need without requiring any operational changes. UofL Physicians could continue to use VMotion and Storage VMotion as needed and their current operations, processes and procedures would not be impacted.

The Problem

Uofl Physicians needed a BC/DR solution that would install seamlessly into their existing environment without impacting their existing processes. Their IT environment was designed very quickly, with the understanding that through virtualization, they would have a highly mobile, flexible environment. The BC/DR strategy needed to support the flexibility and agility they required. They could not use a solution which required the environment to remain fixed.

Adding another layer of complexity is that the performance and integrity of the applications cannot be compromised. The IT environment is handling patient data, which is highly regulated in terms of privacy, accessibility, and retention. The environment

Challenges

The business continuity solution must:

- Not change current processes and procedures
- Not impact application performance
- Enable the delivery of excellent patient care

Solution

Zerto Virtual Replication solution:

- Supports existing processes, easy to use
- Installs seamlessly into existing infrastructure
- Provides continuous, block-level replication with reverse protection
- Exceeds service level agreements with very low RPOs and RTOs

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" **We looked at both an array-based solution and a backup-based solution, but they just did not meet our needs in terms of the flexibility we required and the aggressive service levels we demand. We couldn't make do with one or the other, we had to have both flexibility and enterprise-class SLAs – and with Zerto we have both.**"

— Robert Patterson, Systems Administrator, University of Louisville Physicians

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needs to be available so patient care is not impacted, but again, processes and operations could not be changed. The applications in the environment include:

- Microsoft SharePoint 2010
- AllScripts – Electronic Health Records application
- GE Centricity Business
- Impact
- VMware vCenter
- Various Financing for Accounting – Accounts Receivable and Payable – 574 GB

If any of these applications were unavailable or running slow, patient care could be affected. Some applications, such as AllScripts, have a direct effect on patient care.

Why Zerto Virtual Replication?

UofL Physicians was looking for a solution that extended the benefits of their virtual environment from their production environment to their BC/DR environment. They were leveraging economies of scale across the organization through virtualization and force-fitting a physical BC/DR process into their virtual environment was undermining the operational and economical efficiencies. They were looking for a product with several key attributes and found them in Zerto Virtual Replication:

- **Integrates seamlessly into existing infrastructure and processes:** Extend their virtualization strategy to their BC/DR for continued flexibility and agility. No changes to their business and technical operations were necessary.
- **Aggressive RPOs and RTOs:** Impacting patient care is not an option; Zerto Virtual Replication enables UofL Physicians to quickly recover applications and data to keep patient care foremost.
- **Simple BC/DR testing:** Zerto Virtual Replication enables UofL Physicians to fully test their entire BC/DR solution with one-click testing so they can clearly demonstrate the strength of the solution to senior management.

> " **The product was just so simple to use we didn't have to change anything in terms of our operations and how we managed our environment. It integrated seamlessly into the infrastructure and into our existing processes.**"
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> — Robert Patterson
> Systems Administrator

About University of Louisville Physicians

University of Louisville Physicians is the largest, multispecialty physician practice in the Louisville region, with more than 78 sub specialties, 1,200 dedicated staff professionals and nearly 600 primary care and specialty physicians. The group's physicians also are professors and researchers at the University of Louisville School of Medicine, teaching tomorrow's physicians and leading research in the most innovative medical advancements.

About Zerto

Zerto provides enterprise-class business continuity and disaster recovery solutions for virtualized infrastructure and cloud. Zerto won Best of Show at VMworld 2011, as well as 2011 Product of the Year Gold Award. Zerto Virtual Replication is the industry's first hypervisor-based replication solution for tier-one applications, replacing traditional array-based BC/DR solutions that were not built to deal with the virtual paradigm. For more information, please visit: www.zerto.com. ∎