

Touchstone Health Partnership, Inc



Electronic Vaulting Cures Backup and Recovery Headaches for Touchstone Health

- CUSTOMER:** Touchstone Health Partnership
BUSINESS: Medicare Care Management Organization
CHALLENGE: Ensuring Data Protection While Eliminating Backup and Recovery Problems

Touchstone Health Partnership, Inc., founded by physicians in 1998, is a New York City-based, Medicare -dedicated care management company that is operated in partnership with local physicians as a Provider Sponsored Organization [PSO]. Touchstone Health began as an answer to a specific national concern: the shortage of dedicated healthcare services for Medicare beneficiaries, and the need for additional benefits for this growing segment of the population. Since its inception, Touchstone Health has developed and advanced a proven care management model that effectively and economically delivers customized healthcare services strictly to Medicare beneficiaries.

As a result of this success, Touchstone Health is expanding. For Touchstone Health's IT Director, Mike Richmond, this presents an opportunity to address back-up headaches, improve data protection, eliminate recovery problems and prudently manage costs – all in partnership with Iron Mountain's Electronic Vaulting services.

BACKUP HEADACHES

Currently, Touchstone Health is a satisfied Iron Mountain client using Backup Tape Vaulting for data protection and recovery. However, the company experienced typical reliability problems in-house – including two tape drive failures in one year. “Babysitting” backups was a full-time job for one of its seven IT professionals and sometimes involved time-consuming tasks like finding lost data on tapes and re-running failed backups.

When Touchstone decided to expand, Richmond planned for a new, state-of-the-art IT facility co-located in Manhattan. Big-ticket items he considered included backup software, another tape drive, and a new full-time employee. However, the Iron Mountain sales team demonstrated the value of Electronic Vaulting and gave him the option to test it at no cost.

AN EASY-TO-USE, FULLY MANAGED BACKUP SERVICE

“We saw how easy Electronic Vaulting was to set up and use for backups and data restores,” said Richmond, explaining his purchase. With Electronic Vaulting, a trusted, experienced service provider automatically, continuously, and reliably backs up server data over a secure Internet connection 24/7/365.

“The cost of delivering medical care in New York is high, so administrative costs are where we can save. Our Electronic Vaulting strategy is the proper use of our money. It’s the right thing for us,”

These ongoing backups copy only byte changes and files created after the last backup – for up-to-the-minute data protection and recovery. Data restoration over a secure Internet connection is also easy via an intuitive interface – and self-service for all IT staff.

“The Electronic Vaulting service watches the backups, so we can do other things,” said Richmond, referring to the trained Iron Mountain personnel who fully monitor and manage the online backups and provide support 24/7. When a backup problem occurs, they notify the appropriate Touchstone person by email, and help to resolve the issue – saving Touchstone Health time and trouble.

CASE STUDY

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GREATER PRODUCTIVITY, LOWER COSTS

Electronic Vaulting freed the IT administrator assigned to backups to work on another project – and provided cost savings as well.

“A tape solution for the new data center would cost \$14,500 more than a year of Electronic Vaulting just for the software and hardware -- plus the cost of another full-time IT person to perform backups,” according to Richmond. He also estimated that the portion of that employee’s salary allocated to backups would run about \$30,000 to \$40,000.

“Saving a total of \$50,000 is significant. The cost of delivering medical care in New York is high, so administrative costs are where we can save. Our Electronic Vaulting strategy is the proper use of our money. It’s the right thing for us,” concluded Richmond

ENSURING DATA RECOVERY WITH OFF-SITE PROTECTION

Today, Electronic Vaulting is a key feature of Touchstone Health’s data protection and recovery strategy, which also includes archiving tapes using Iron Mountain’s Backup Tape Vaulting service. Electronic Vaulting currently backs up 75 gigabytes of data on 25 servers in two centers. In the next 12 to 18 months, as the business grows, this amount will double or triple. Today, Touchstone Health has a fault-tolerant system with live failover – data replicated between two locations – and uses Electronic Vaulting to back up the replication as well.

Richmond explains, “At night, replication can fail and become out of sync. Electronic Vaulting provides redundant backups – to ensure protection and recovery for all data.” Also, with Electronic Vaulting, backup data is off-site – and backed up to tape stored in Iron Mountain’s supremely secure vaults.

“At first, Electronic Vaulting looked too good to be true. But it does everything we thought it would do – and simply, too,” he says.

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