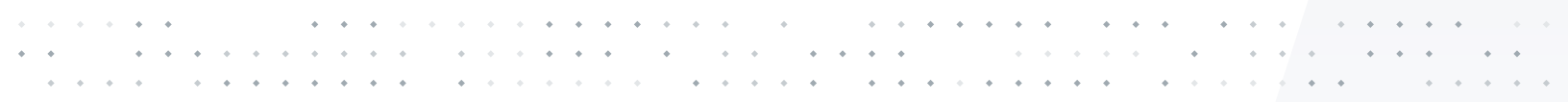VERITAS™

Comprehensive Data Protection for Epic Systems

Best-in-Healthcare Software Meets Best-in-Data-Protection Solution

The healthcare industry is experiencing unprecedented growth in data from increased demand and access to health services. With this growth in data from a dispersed collection of sources, how we manage and protect health records is critical now more than ever.

A complete healthcare software solution is critical to timely and effective patient care. Likewise, the value of a complete backup, disaster recovery (DR) system is necessary for the availability and protection of your patients' data. Employing multiple partial solutions to meet the data protection needs of healthcare institutions can cause confusion and delays at the point of restore, leading to extended and costly outages.

With its legendary Electronic Health Record (EHR) solutions, Epic Systems is considered a leader in healthcare software, much like Veritas NetBackup™ is the industry leader in backup software. Combining these two technologies is a natural fit for any healthcare system to provide the best possible protection.

Veritas is dedicated to helping healthcare providers resolve complex IT challenges, meet regulatory compliance, optimize IT service levels, and gain clinician acceptance. We understand that to deliver quality patient care and to maintain the continuity of such care critical systems must be reliably available and efficiently managed, with sensitive data secured and protected. We collaborate with providers, industry organizations, and technology partners to solve the unique needs of the healthcare industry, which is why we are confident and stand by our ability to meet the rigorous requirements defined for Epic Software Systems.

Why Veritas NetBackup?

Epic Systems acknowledges NetBackup in its Storage Products and Technology Status (SPATS) document. NetBackup has the ability to protect the largest and most demanding data center environments.

Along with NetBackup Resiliency features you can achieve breakthrough capabilities for physical and virtual systems that go well beyond traditional backup practices, allowing users to also automate and orchestrate DR, resiliency, and system migrations. A single, intuitive management console unifies all backup, recovery, and DR activities to provide and enforce consistent policies and service levels across the enterprise.

Epic's collection of database, reporting, and business servers creates a complex matrix of backup methodologies that requires careful planning and a detailed protection strategy by systems administrators and operations leaders. Orchestrating these varying system backup window requirements to attain your recovery time objectives (RTOs) and recovery point objectives (RPOs) demands a system like NetBackup to unify multiple backup techniques. Technologies such as SAN snapshots, database maintenance tasks such as log truncation, and VMware backups are only a few of the many critical sequences to be managed during nightly backups. Having a single solution that manages them all with ease maximizes value without increasing complexity.

Ensuring the ability to recover systems and data—locally and remotely—is another critical aspect to consider when evaluating the performance of your backup environment. True recovery is only possible if your backup system can:

- Create "boot-image" backups of various vendors' hardware
- Support multiple backup methodologies
- Duplicate backups to off-site or DR facilities
- Meet your unique compliance objectives, including retention guidelines and validation requirements

Moreover, data management components such as encryption, deduplication, and SAN-based backups can transform your Epic Systems operational backup into a true enterprise-class data protection strategy.

NetBackup Delivers Enterprise-Class Data Protection for Epic Systems

NetBackup has an extensive set of features that allows Epic Systems customers to save time and costs:

- **Intelligent deduplication**—NetBackup deduplication can shrink (compress) backups by as much as 99 percent, significantly reducing disk storage requirements. NetBackup doesn't blindly treat all streams equally, but intelligently recognizes object boundaries to enable higher deduplication rates.

- **Dedupe everywhere**—NetBackup gives you the flexibility to deduplicate at the source or target. Client deduplication shrinks data before it travels over the network, and media server deduplication shifts processing off production servers.

- **NetBackup Accelerator**—NetBackup Accelerator facilitates intelligent, streamlined backups to disk by increasing the speed of full backups. The increase in speed is the result of changing detection techniques on the client. The client uses the change detection techniques and the client's current filesystem to identify changes that occurred since the last backup. The client sends the changed data to the media server in a more efficient backup stream. The media server combines the changed data with the rest of the client's data that is stored in previous backups to create a new full backup image without needing to transfer all the client data. In other words, NetBackup Accelerator provides a full backup, but at the cost and speed of an incremental backup.

- **Storage tiering**—Storage tiering reduces storage costs by moving data to cheaper storage as it ages. NetBackup Storage Lifecycle Policies (SLPs) automate this entire process, managing schedules and retention times for each tier.

- **Granular recovery**—Granular recovery enables restores of a single needed content type like a VM image, a document, or a file.

- **Storage Lifecycle Policy**—NetBackup policies allow administrators to set unique retention times for each backup copy. Moving long-term data to archival media such as tape or cloud storage is completely automated using SLPs. For example, an SLP could automate an initial backup to disk, which is retained for one week, then moved to tape to be retained for one year.

NetBackup lets you keep a secondary copy of the data on-premises or in the cloud with features such as:

- **Auto Image Replication (AIR)**—With NetBackup AIR, backup images and catalogs are automatically replicated over a network to other NetBackup domains according to preset policies. Daily changes are imported and ready for restore or deduplication to tape. AIR images can have different retention settings and be replicated in either many-to-one or one-to-many formats for virtually unlimited DR possibilities.

- **Snapshot replication**—You can automatically replicate Cloud asset snapshots created with NetBackup CloudPoint or hardware snapshots created using NetBackup Replication Director to other storage systems at off-site locations, all under the control of NetBackup. These replicas follow NetBackup retention policies and are available for recovery, replication, and duplication to tape or dedupe disk.

- **Tape vaulting**—NetBackup Vault automates the tedious process of off-site tape management. Vault automatically ejects the proper tapes from a robotic library, tracks the movement of tapes to and from off-site storage facilities, and prints daily reports to include with the daily shipment or email to a records management vendor.

- **Cloud storage**—Whether you are exploring public cloud storage services for off-site protection or as an alternative to tape, NetBackup provides a cloud connector protocol that will enable connection to Amazon S3-compatible cloud storage services. The S3-compatible connector is optimized for performance, taking advantage of multi-streaming and other techniques to fully exploit available network bandwidth.

Security

As of the latest release of NetBackup, customers can back up data to write-once, read-many (WORM) storage on Amazon Simple Storage Service (Amazon S3) with support for Amazon S3 Object Lock. This feature enables healthcare customers to extend data immutability from their on-premises infrastructure to the cloud, delivering ransomware protection and remediation while minimizing disruption and meeting regulatory requirements.

Veritas also collaborated with AWS to support the healthcare industry along with the AWS for Health initiative. In addition to AWS, NetBackup Resiliency also supports Microsoft Azure and Azure Stack environments, giving you choices to confidently expand from on-premises to the public cloud with a resiliency plan that scales easily and cost-effectively.

Disaster Recovery

With the rise in digital health data, it is essential to have a DR plan in place to ensure your healthcare facility can still function should data become lost or corrupted. An effective DR plan allows you to restore medical data and resume normal processes with minimal downtime following any type of data loss.

Although a backup plan is part of an effective DR solution, alone it may not satisfy acceptable RTO and RPO requirements by the business. That's why a solution that can provide replication, orchestration, or system migration to another site or cloud is essential to achieve strict requirements.

In addition to managing your backups and restores, NetBackup Resiliency delivers operational simplicity with a unified, fully automated single-click DR and migration solution for the various Epic Systems components in the cloud, across clouds, or on-premises. Moreover, NetBackup allows you to achieve different service-level objective (SLO) compliance for each application and near-zero-RPO disaster recovery and continuous data protection, with granular recovery points.

Key features of the NetBackup Resiliency Platform include:

- **Migration and takeover**—Migrate your application and its components using the backup images to another location as well as takeover the application in case of a disaster in the primary site.
- **Rehearsal**—Ensure your resiliency plan works before a disaster strikes. Use the rehearsal feature to verify the ability to failover to the DR data center during a disaster. A rehearsal is a zero-downtime test that mimics the configuration, application data, storage, replication, and failover behavior of your application.
- **Multi-tier application orchestration**—Create virtual business services (VBSs) to orchestrate all components at once in a unified centralized view, with just-in-time provisioning of virtual machines (VMs) and VM or application granularity to achieve your business services service-level agreements (SLAs).

NetBackup Appliances

NetBackup Appliances come preinstalled with all necessary hardware and software components and can be set up within minutes without the hassle of integration, testing, and performance tuning.

NetBackup Appliances include options for all sizes of environments, ranging from 10 TB to 1.92 PB, and offering world-class performance, hardened security, an intrusion detection and prevention system, embedded WAN optimization, a resilient hardware architecture, and a storage deduplication pool.

NetBackup Flex Appliances can also run the immutable storage server to provide WORM capability, preventing ransomware attacks and ensuring the integrity and recoverability of your data.

Summary

NetBackup is the market share leader in enterprise backup and recovery software trusted by 87 percent of the Fortune Global 500 and has the fastest-growing integrated purpose-built backup appliance (PBBA) in the market. With each release of NetBackup, we further extend our proven capabilities in the enterprise and deliver robust backup, including protection against ransomware, extensive cloud and virtualization support, resiliency, and DR readiness. As organizations continue to move toward the software-defined data center, NetBackup continues to deliver enterprise-class data protection.

Additional Information

Veritas Enterprise Data Services Platform for Healthcare

Veritas NetBackup Appliances

Veritas NetBackup Flex Appliances with NetBackup Security

Veritas NetBackup Resiliency Platform

About Veritas

Veritas Technologies is a global leader in data protection and availability. Over 80,000 customers—including 87 percent of the Fortune Global 500—rely on us to abstract IT complexity and simplify data management. The Veritas Enterprise Data Services Platform automates the protection and orchestrates the recovery of data everywhere it lives, ensures 24/7 availability of business-critical applications, and provides enterprises with the insights they need to comply with evolving data regulations. With a reputation for reliability at scale and a deployment model to fit any need, Veritas Enterprise Data Services Platform supports more than 800 different data sources, over 100 different operating systems, more than 1,400 storage targets, and more than 60 different cloud platforms. Learn more at www.veritas.com. Follow us on Twitter at @veritastechllc.

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