OpSus|Recover

Cloud-Based Disaster Recovery Services for MEDITECH and the Healthcare Enterprise

The Challenge: Protecting Access to Healthcare Data

As clinical workflows move away from paper and become fully electronic, hospitals and providers are challenged to find ways to comply with HIPAA administrative safeguards requiring data backup , disaster recovery, and emergency mode operations plans. The HITECH Act strengthened civil and criminal penalties for failure to produce patient health information (PHI) after a crisis. Compliance requirements, and their ties to Meaningful Use incentives, have moved disaster recovery plans up the list of priorities. As a result, healthcare organizations need a cost-effective, reliable disaster recovery solution as part of their overall data management strategy.

The Solution: OpSus|Recover

OpSus|Recover is a cloud-based service that provides secure, reliable disaster recovery services to the MEDITECH community for mission-critical applications in the healthcare enterprise. OpSus|Recover services are designed to provide MEDITECH hospitals with one solution to meet compliance requirements and to recover patient and business data in the event of a disaster.

OpSus|Recover provides secure, fully-managed disaster recovery services in a variety of configurations, Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO) options, and price points.

OpSus|Recover is designed and operated by a team of engineers and managers with extensive experience and a history of more than 150 successfully completed cloud-based restores of MEDITECH systems.

"After our major MEDITECH system upgrade, we had an advanced EMR and other critical systems in need of a cost effective disaster recovery solution. Prior to Park Place International (PPI), we were dissatisfied with our RPO and RTO. We needed to do much better to recover both our MEDITECH and non-MEDITECH information systems.

Through OpSus|Recover, PPI helped us to achieve dramatic improvements, up to 90% reduction in RTO. Our hospital is in a stronger and more confident position to recover in the event of a disaster. The solution is even better since recovery does not rely heavily on hospital staff. That's peace of mind."

-Audrey Parks
Sr. Administrative Director
Information Technology
Salinas Valley Memorial Healthcare System

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Service Levels

Park Place Technical Consultants will work with each organization to determine their optimal RPO and RTO and decide which service level best satisfies their individual requirements.

OpSus|Recover Silver offers decreased restoration time and improved reliability and security over traditional tape media and handling.

How it works: A replication appliance is installed at the hospital data center, where periodic backup save-sets are stored and replicated automatically to the OpSus Cloud. In the event of a disaster, data at OpSus is restored to our disaster recovery SAN to facilitate recovery.

OpSus|Recover Gold provides continuous local and remote data protection with improved Recovery Time and Recovery Point objectives. The OpSus|Recover Gold standard service level provides the advantage of reducing restoration times by as much as 6 hours, while providing improved reliability and security.

How it works: Periodic backup save-sets are stored locally and replicated automatically to the OpSus Cloud. In the event of a disaster, data at OpSus is restored to our disaster recovery SAN to facilitate recovery.

OpSus|Recover Gold, powered by EMC RecoverPoint offers an enhanced service level with RPO and RTO times as fast as two hours.

How it works: EMC RecoverPoint appliances are installed in the hospital data center to continuously replicate data changes and specific MEDITECH IDR bookmarks to the OpSus Cloud, enabling the recovery and restoration of MEDITECH data. Periodic backup save-sets are stored locally and replicated to the OpSus Cloud, where they are automatically restored. OpSus|Recover Gold leverages BridgeHead Software's Integrated Serverless Backup (ISB) software, utilizing CIFS protocol.

Learn more at www.parkplaceintl.com/OpSus_Recover

Contact us at:
877-991-1991 or customersfirst@parkplaceintl.com

Service Highlights:

- Tier 4 Cloud Data Centers, with the highest security and fault-tolerance available

- Full protection for all versions of MEDITECH

- Fully-managed data recovery and restoration services

- Annual testing to validate data recoverability and update recovery procedures

- Disaster recovery services for enterprise applications

- Disciplined rollout and testing processes to ensure systems are optimally configured

All OpSus|Recover Service levels offer:

- Support for any MEDITECH-certified technology platform

- Support for Enterprise applications using BridgeHead, EMC Networker, or customer-supplied backup software

- Professional services to manage your implementation and assist with telecommunications planning and optimization

- Technology experts to guide each hospital through their OpSus|Recover rollout and first test.

- Fully-managed testing and recovery services to allow your IT staff to focus on other priorities

- Access to the OpSus Recover Hotline available 7x24x365, staffed in the U.S.

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