CATALOGIC
S O F T W A R E

CUSTOMER SUCCESS STORY

AvMed Relies on Catalogic® for Streamlined Block-Level Backups of Hundreds of Servers

Florida health insurer significantly increases backup and recovery performance even as its data protection and replication needs continue to grow

AvMed
Embrace better health.

INDUSTRY
- *Healthcare*

CHALLENGE
- *Replace outdated tape infrastructure*
- *Improve IT productivity*
- *Accelerate backups to meet backup windows and improve reliability*

SOLUTION
- *A unified backup infrastructure based on the Catalogic DPX™ data protection solution*
- *Bare metal restores provide rapid rebuilds of application servers, file servers, mail servers, and more*
- *Site replication between two remote data centers provides disaster recovery*

BUSINESS BENEFITS
- *Fast: Able to significantly improve backup times even while doubling the amount of servers protected*
- *Efficient: Administrative time reduced from three FTEs to as little as 30 minutes of one person's time*
- *Simple: Easy administration interface enables the company to manage its backup infrastructure from a single, central console*

Tape Runs Out of Time

Focusing exclusively on the Florida market, AvMed Health Plans provides high-quality healthcare insurance coverage to more than 300,000 people through a statewide network of 23,000 physicians, specialists and hospitals. The company's top-notch performance has earned AvMed the No. 1 ranking from J.D. Power & Associates for customer satisfaction as well as strong rankings from the National Committee on Quality Assurance.

With two major data centers — in Gainesville, Fla., and Miami — and several other locations statewide, the company was gradually accumulating data and infrastructure at increasing rates, which created significant data protection challenges.

According to Gonzalo Rodriguez, infrastructure analyst, the previous taped-based infrastructure was no longer feasible. "Our backup process was getting overwhelmed by demands for greater volume and speed," he said. "We'd outgrown our tape processes and drives. We were doing file-level transfers onto some very old tape drives for our primary backups. It was taking hours — no matter how small the backup for a field office server. And it was also consuming a lot of staff time. We had three administrators basically working full-time to back up data from 120 servers."

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>
> — *Gonzalo Rodriguez*
> *Infrastructure Analyst, AvMed Health Plans*

Breakthrough Performance: Block-Level Disk Backups

To bring that outdated process up to contemporary standards, AvMed adopted and deployed a new, streamlined solution. This solution combines Catalogic's acclaimed DPX data protection software with NetApp's high efficiency disk storage to deliver zero-impact backup, data deduplication, instant restores and data replication as well as support for disk, tape, and physical and virtual servers. It's flexible enough to work in mixed primary storage environments while consolidating backup processing to a single user interface.

Rodriguez noted that AvMed's deployment of the Catalogic solution brings numerous advantages to the company. "With Catalogic, we achieved a quantum leap forward in performance," he said. "We really like the block-level backups that Catalogic DPX provides — and we only need to back up the deltas, not full files. Instead of taking hours to do our nightly full-file backups, we were doing block-level incremental backups in 10-60 minutes a day, per backup job."

Instead of devoting three administrators each day to backups, AvMed was able to cut that staffing requirement dramatically. "Essentially, I'm the only one who needs to manage this," Rodriguez said, "and on most days, it only takes me about 30 minutes. We're able to support hybrid environment with lots of different operating systems — from Novell NetWare to Linux and UNIX — but it's a very stable setup for us. We can support our legacy systems as well as Microsoft Exchange 2010.

"Yes, a backup failure can happen because we have some very old servers so we see some disk failures or server crash, but the backups themselves are very reliable. When I do a restore — and I've done several — Catalogic has performed excellently. I put in a CD or DVD and can do a bare-metal restore (BMR). And in a few minutes, it's running fully. That's saved us a lot of time. And we get greater granularity — we can restore right down to an individual Exchange email. The administrator GUI makes it very easy to learn — everything is logical, clear, and consistent"

Regarding the BMR capability, Rodriquez noted, "It's amazing how good it is."

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Rodriguez also noted that by transferring incremental changes at the block level, Catalogic's performance impact is negligible. "Users don't even notice that Catalogic DPX is running — which is just what we want, of course," he said.

Catalogic support services have also provided value to AvMed. Catalogic has done "an incredible job in support" according to Rodriquez.

Remote Replication Further Strengthens Data Protection

AvMed's two data centers also use Catalogic to replicate their data between the two locations for an added level of protection. The company copies its production servers every day — eliminating the countless shipments of tapes between locations. "If one location goes down, we can immediately recover data from the other site," Rodriguez explainedand.

Today, Catalogic covers an even greater number of servers and a larger amount of data. "We have more needs for data protection," said Rodriguez. "We have more servers — about 230 — about double what we had just four years ago, but we're able to do our data protection much more easily and quickly.

"We really are pleased to have Catalogic in our data centers. The ability to back up servers using multiple operating systems, the simple GUI, and the excellent support we've received when needed — this has been a great win for our company."

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CATALOGIC SOFTWARE

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