EPIC Healthcare protection by Symantec NetBackup (NBU)

BEST IN HEALTHCARE MEETS BEST IN BACKUP

With their legendary Electronic Health Record (EHR) solutions, Epic Systems' is a leader in Healthcare software, much like Symantec NetBackup™ is the industry leader in Backup Software. Combining these two systems to provide the best possible protection is a natural fit for any health system.

In Healthcare, a complete healthcare software solution is critical to timely and effective patient care. Likewise, the value of a complete backup system is critical to the availability and protection of your patient's 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.. To ensure you're meeting the rigorous requirements as defined for Epic Software Systems Symantec recommends that you perform a close analysis of the demands associated with the backup environment in order to choose the best combination of solutions to protect your critical systems.

Symantec's healthcare vertical team is dedicated to helping healthcare providers resolve complex IT challenges, meet regulatory compliance, optimize IT service levels, and gain clinician acceptance. We understand that in order to deliver quality patient 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 market.

WHY NETBACKUP? ENTERPRISE-CLASS DATA PROTECTION

Acknowledged (or appreciated) by Epic and long recognized as the market leader of enterprise backup and recovery software, Symantec NetBackup™ is built to protect the largest and most demanding data center environments. Engineered with Symantec™ V-Ray technology, NetBackup delivers breakthrough capabilities for physical and virtual systems that go well beyond what traditional backup practices can achieve. A single, intuitive management console reveals all backup and recovery activity, allowing consistent policies and service levels to be enforced across the enterprise.

Epic's collection of database, reporting, and business servers require a complex matrix of backup methodologies that demand detailed solution planning and careful strategy from system administrators and operations leaders. Meeting the requirements of the various system backup windows to attain Recovery-Time-Objectives (RTOs) and Recovery-Point-Objectives (RPOs) demands the use of multiple backup techniques that can only be found in NetBackup. Technologies such as SAN snap shots; DB maintenance tasks such as log truncation; and VMware backups are but 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 1) has the ability to create "boot-image" backups of various vendors' hardware, 2) allows for multiple backup methodologies, 3) offers integrated duplication of your backups to off-site or DR facilities, and most importantly, 4) that it meets the retention guidelines and validation requirements are essential to meeting your compliance objectives. Other components, such as encryption, deduplication, and SAN-based backups, further combine making the Epic system operational backup a true ***enterprise-class data protection strategy***.

WHY NETBACKUP? ENGINEERED TO HELP

In today's healthcare world, medical facilities don't sleep. Customers expect responsiveness, not sluggishness, so backups must not interfere with critical operations. NetBackup is engineered to help minimize disruption to the production environment without compromising data.

- **Comprehensive** – As a single solution to protect all data assets, NetBackup provides support for virtually every popular server, storage, hypervisor, database, and application platform used in the enterprise today.

- **Scalable** – High performance, elastic automation and centralized management based on a flexible, multitier architecture enable NetBackup to adapt to the growing needs of a fast-paced, modern enterprise data center.
- **Integrated** – From backup appliances to big data platforms, Net-Backup integrates at every point in the technology stack to improve reliability and performance. OpenStorage Technology (OST) provides even tighter integration with third-party storage and snapshot solutions.
- **Innovative** – With hundreds of patents awarded in areas including backup, recovery, virtualization, deduplication, and snapshot management, NetBackup continues a long tradition of bringing advanced technologies to market first. No backup software has won Best of VMworld as many times as NetBackup has.
- **Proven** – For over a decade, NetBackup has led the industry as the most popular enterprise data protection software by market share and is used by many of the largest enterprises on the planet. *When you need your data back, you can trust NetBackup!*

WHY NETBACKUP? INTEGRATED DEDUPLICATION, STORAGE-EFFICIENT

NetBackup is a single, integrated backup solution capable of satisfying all of the backup requirements demanded by Cache, Clarify, SQL, or Oracle databases across all vendor hardware and software as recommended by EPIC.

It is estimated that as much as 60 percent of enterprise disk storage is unnecessarily consumed by copy data. NetBackup can help reduce disk storage requirements without sacrificing recoverability.
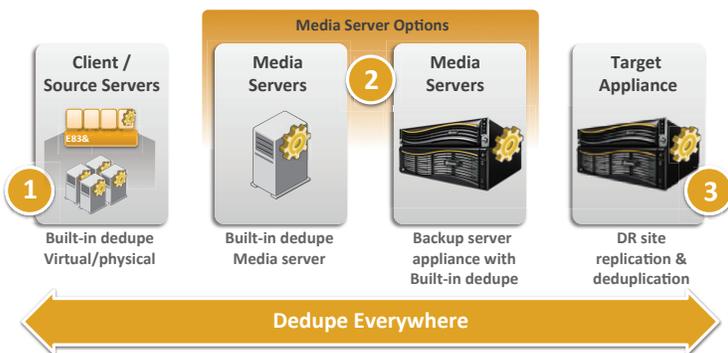
- **Intelligent Deduplication** – NetBackup deduplication can shrink backups by as much as 99 percent, significantly reducing disk storage requirements. NetBackup doesn't blindly treat all streams equally, but intelligently recognizes object boundaries to enable higher deduplication rates.

- **Dedupe Everywhere** – NetBackup gives you the flexibility to deduplicate at the source or target. Client deduplication shrinks data before it travels over the network, while 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 made possible by change 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 anew 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 automate this entire process, managing schedules and retention times for each tier.

WHY NETBACKUP? STORE OFF-SITE FOR DISASTER RECOVERY

No business could survive a true disaster if it kept its data in one data center. Protecting healthcare facilities from natural disasters and site outages is only possible if you are keeping a copy of your business critical data off-site. NetBackup can help automate disaster recovery (DR) readiness by storing backups off-site, regardless of what storage or transport is used.

- **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** – Hardware snapshots created using NetBackup Replication Director can be automatically replicated 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 offsite 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.

Confidence in a connected world. ✓Symantec™

WHY NETBACKUP? RESTORE ONLY WHAT IS NEEDED

Why recover an entire database to restore one email, or mount an entire VM or snapshot to restore one file? With NetBackup you don't have to. NetBackup Granular Recovery Technology (GRT) indexes the contents of data sources, making it easy to restore specific items without endless trial-and-error guesses at which backups hold the data you need.

- **GRT for applications** – NetBackup application agents index Exchange, SharePoint, and Active Directory backups to enable restores at the email-, document-, or object-level
- **GRT for VMs** – V-Ray gives NetBackup unique visibility within VMs, allowing the file contents to be indexed and restored from a VM image backup without the need to first recover or mount the entire VM.
- **GRT for hardware snapshots** – NetBackup Replication Director indexes storage system snapshots, allowing the file contents to be selectable and restorable with NetBackup

WHY NETBACKUP? RETENTION OF DATA IS CRITICAL FOR COMPLIANCE

Laws or regulations may require data be retained for months, or even years, while audits or litigation may require data be placed on legal hold indefinitely. To comply with these requirements, NetBackup helps to manage data retention in a reliable, yet cost-effective manner.

- **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 Storage Lifecycle Policies (SLP). For example, a SLP could automate an initial backup to disk which is retained for one week, then moved to tape to be retained for one year.
- **Search and hold** – When a legal hold on backup data is declared, NetBackup Search can help to find the relevant data and place a hold on it to override the retention policy and prevent the data from expiring and being removed from backup storage.

WHY NETBACKUP? NETBACKUP APPLIANCES

NetBackup appliances come preinstalled with all necessary hardware and software components and can be set up within minutes. Much of the hassle of integration, testing, and performance tuning are eliminated, while support for the entire hardware and software environment is provided by one vendor: Symantec.

WHY NETBACKUP? PLAN FOR THE FUTURE!

No successful organization stands still. There are always improvements to make, processes to optimize, and costs to reduce. NetBackup provides extensive reporting and analytics to help understand past results and clarify the road ahead.

- **Point-and-click operational reporting** – NetBackup OpsCenter quickly identifies tape drive utilization, success rates, and unprotected areas across NetBackup.
- **Advanced business-context reporting** – NetBackup OpsCenter Analytics provides contextual reporting based on business, geography, or application across a heterogeneous environment.
- **Long-term trending and analysis** – Better predict backup storage consumption by tracking growth rates over time, including pre- and post-deduplication, for easier ROI tracking, and improved deduplication rates.
- **Service-level compliance and chargeback** – Threshold-based reporting helps ensure service level compliance and the ability to consolidate and allocate costs across backup and archive services using pricing models that are defined to help meet the business need.

CONCLUSION

Symantec NetBackup is the market share leader in Enterprise Backup and Recovery Software and the fastest growing in the Purpose-Built Backup Appliance Market. With NetBackup 7.6, we further extend our proven capabilities in the enterprise and deliver Better Backup for a Virtual World. As the world continues to virtualize infrastructure and move toward the software-defined datacenter, Symantec NetBackup continues to deliver enterprise-class data protection solutions that scale across platforms and workloads, and deliver freedom of storage choice from on-premise to the cloud.

MORE INFORMATION

Visit our website
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About Symantec
Symantec Corporation (NASDAQ: SYMC) is an information protection expert that helps people, businesses, and governments seeking the freedom to unlock the opportunities technology brings—anytime, anywhere. Founded in April 1982, Symantec, a Fortune 500 company operating one of the largest global data intelligence networks, has provided leading security, backup, and availability solutions for where vital information is stored, accessed, and shared. The company's more than 20,000 employees reside in more than 50 countries. Ninety-nine percent of Fortune 500 companies are Symantec customers. In fiscal 2014, it recorded revenue of $6.7 billion. To learn more go to www.symantec.com or connect with Symantec at: go.symantec.com/socialmedia.

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