

# Offsite backup safely protects data for Oregon-based Portland Diabetes and Endocrinology Center

Convergence Networks, the MSP managing the IT systems, optimized for simplicity and cost.

## business profile

Portland Diabetes and Endocrinology Center (PDEC) has been a pioneer in the field of diabetes treatment and hormonal disorders for nearly 100 years. With two locations serving the local population, they store countless medical records of patient data, as well as business systems.

While their doctors and staff focus on the life-saving work of practicing medicine, they contract with Convergence Networks, a Portland-based MSP, to manage the infrastructure and systems. The trust built into this long-term relationship ensures that the priorities of PDEC are reflected in the decisions made by their partner, Convergence.

## a catalyzing event

As with most forays into business continuity in the cloud, PDEC started their journey with an unfortunate technical mishap.

PDEC was doing regular backups using their on-premises Veeam solution, and sending them to their secondary location, for safekeeping. A host was in place at the secondary location, in the event of a failure at the primary location. It seemed secure and safe – until a disk was corrupted. The result was a tumultuous few days in which Convergence recovered their systems, but the corruption caused the loss of 1.5 days of data.

“I realized it was time to examine our business continuity strategy,” said Debra Bartel, clinic manager. “Portland is in an area susceptible to natural disasters. We needed geographic diversity.”

## the technological context

Convergence had selected Veeam to both manage their clients’ virtual environments and handle their backups. While they had an alternative for physical systems, Karl Middlebrooks, vCIO of Convergence, started looking at his options.

“I didn’t want to manage two backup products.” Naturally, the recently-introduced Veeam Cloud Connect options were attractive.



## profile

- ▶ SIZE: SMB
- ▶ INDUSTRY: Healthcare
- ▶ SOLUTION: iland Cloud Backup with Veeam Cloud Connect
- ▶ HEADQUARTERS: Portland, OR

## challenges

- ▶ Need off-site backup for critical medical records
- ▶ Must provide geographic diversity at a low cost

## benefits

- ▶ Straightforward implementation
- ▶ Predictable, low costs
- ▶ Easy management integrated into Veeam solution



Middlebrooks reached out to his Veeam contact, who provided background on the offsite backup solution, its configuration, and the service providers with whom he could work.

“I love the idea of having Veeam control everything,” said Middlebrooks. “I can make my off-site copies from the existing backups on the NAS without impacting the performance of my servers.”

## identifying a cloud partner

Veeam pointed Middlebrooks to their online directory of service provider partners. Among them was iland, Veeam’s Cloud Service Provider of the Year. Of those he contacted, iland was the most responsive and had an appealing national presence.

Convergence was looking for a cloud partner that would be cost effective and clearly-priced. PDEC was a cost-conscious organization, as are many of Convergence’s clients. They were also looking for a partner that would smooth the process of on-boarding and ongoing management of the offsite backup solution. So, iland was chosen.

## onboarding and configuration

Initially billed as a pilot project to PDEC, Convergence set to work getting their 6TB of storage backed up into the iland cloud. While establishing the account with iland and configuring Veeam Cloud Connect was straightforward, they did run into a challenge.

Because their backup solution was configured years ago, with a prior version of Veeam software installed, it wasn’t optimized for VCC and was struggling to replicate with 10 mbps upload speeds. Working directly with Veeam, Convergence learned there was a way to modernize their local settings, which, in turn, fixed the off-site backup solution.

“Now, iland Cloud Backup with VCC just works. It doesn’t give us problems,” said Middlebrooks. “All the doctors are happy to know their data is protected off-site without costing much.”

## a long term partnership

With a successful implementation complete, Middlebrooks is eagerly introducing other clients to offsite backups with iland and Veeam. He knows his MSP isn’t in the business of managing backups or infrastructure, nor can they provide the geographic diversity required. So, he’s happy to work with a partner to expand their portfolio of offerings, deliver value to clients, and protect data quickly and easily.

Maybe next, they’ll look at iland Disaster Recovery as a Service with Veeam

## about iland

With data centers in the U.S., U.K. and Singapore, iland delivers the only enterprise cloud solutions in the market today with true innovation, transparency, intelligent management and advanced security built in. From scaling production workloads, to supporting testing and development, to disaster recovery, iland’s secure cloud and decades of experience translate into unmatched service.

iland has been recognized as Veeam’s Service Provider of the Year and Zerto’s Cloud Service Provider Partner of the Year, as well as VMware’s Service Provider Partner of the Year, Global and Americas. iland is also part of the Cisco Cloud Managed Service Provider Program for IaaS and DRaaS and partners with other industry leaders including Trend Micro, Hytrust and Nimble Storage.

