

Doing essential and important caring work in the community demands a reliable DRaaS provider – RHD has found that with iland.

RHD is committed to the fundamental value of dignity and respect for all human beings, priding itself on its history of innovation – and this extends to IT operations as well.

profile

Resources for Human Development (RHD) is a US human services nonprofit that delivers caring, effective and innovative services that empower people of all abilities to achieve the highest level of independence possible and build better lives for themselves. RHD supports more than 160 human service programs across 15 US states, serving tens of thousands of people every year with programs addressing intellectual and developmental disabilities, behavioral health, homelessness, addiction recovery and more.

the importance of IT availability

While IT innovation is not often associated with the nonprofit sector, the RHD IT team keenly understand the impact IT has on the mission of the organization. Allen Howard, Manager of Enterprise Architecture at RHD, explains the importance of IT availability to the company and their consumers.

“The decisions that our team members make are life and death,” Howard says. “Our consumers are often vulnerable and rely on us to support them 24 hours a day. If our IT systems are not available, then we’re putting people at risk.”

Howard and his team, along with their forward-thinking CEO, put in place a plan to acquire a reliable and cost-effective cloud-based DR solution to ensure there is no interruption to services in the event of a disaster.

the search for an effective DR solution

After a disappointing experience with another cloud provider that was unable to deliver a DR solution that worked, Howard continued his search and left no stone unturned to ensure he found the right solution. In addition to talking to a lot of his peers in other companies about their experiences as well as vendors, Howard reviewed the Gartner and Forrester DRaaS reports, in which iland is named a leader, to narrow his search. During a rigorous POC process, other vendors fell away and iland was the only provider that successfully executed a failover to prove the capabilities of the iland Secure DRaaS with Zerto solution.



profile

- ▶ SIZE: Mid-Size
- ▶ INDUSTRY: Non-profit
- ▶ SOLUTION: iland Secure DRaaS with Zerto
- ▶ HEAD OFFICE: Philadelphia, USA
- ▶ www.rhd.org

challenges

- ▶ Previous DR solution didn't work and was poorly supported
- ▶ Working with limited budgets and IT resources
- ▶ Needed a HIPAA compliant DR solution

benefits

- ▶ Successful failover of payroll system with RTO of > 1 minute
- ▶ Onboarding process was smooth and painless
- ▶ Iland support and engineering teams have been 'outstanding'
- ▶ Essential security and compliance to meet HIPAA

Zerto
2016 & 2017
CLOUD PARTNER
OF THE YEAR
A W A R D

a true partner in DR

After being disappointed in the past with a lack of support from DR providers, Howard was keenly focused on establishing a true partnership this time. “We wanted our DR provider to understand our needs, ensure they were met and treat us as a partner, not just a customer,” Howard said.

Howard was initially impressed with the responsiveness and market understanding of the iland salesperson he worked with. And, this good impression extended into the POC process and eventually the onboarding.

“iland really proved their mettle in the POC,” Howard explains. “Where others failed or gave up, iland persevered and were committed to helping us make it work. And, the support we got during the onboarding process was outstanding – the iland engineers were proactive in keeping track of test dates and helping us with DR testing.”

familiarity and visibility

Having a small infrastructure team to handle many IT tasks, it was also important for Howard to find a VMware based provider to ensure the DR solution was easy to manage. iland’s VMware expertise and underlying best-of-breed vCloud platform smoothed the transition to a cloud-based DR solution for RHD.

And, they appreciate the visibility and management functions available through the iland secure cloud console. “The console is laid out well and makes it easy to configure all DR elements and check on things. It’s hard to make a mistake because the console is so intuitive,” said Howard.

HIPAA compliance

With funding for RHD coming from US Government health programs as well as private health insurance, HIPAA compliance is essential across IT operations. Howard and his team did their due diligence on the ability of the iland DRaaS solution to help RHD maintain their HIPAA compliance – and they were reassured. iland provided extensive reports showing the compliance of both the cloud platform and organizational processes to HIPAA along with SOC compliance reports that gave RHD the confidence they needed that the target failover location would maintain their HIPAA compliance.

long term partnership

As RHD continue to pursue IT innovation to support the important work the organization does in the community, their IT resiliency in the event of a disaster is now assured with the iland Secure DRaaS with Zerto solution.

“iland has been able to deliver exactly what we needed in a DR solution – reliable, cost-effective DRaaS that is compliant to HIPAA and really works! They are a true DR partner to RHD, not just a vendor.”

*- Allen Howard, Manager
Enterprise Architecture*

iland named a Gartner DRaaS Leader 2016 & 2017

Source: Gartner “Magic Quadrant for Disaster Recovery as a Service” by Ron Blair, Mark Thomas Jagers, June 19, 2017.

about iland

iland is a global cloud service provider of secure and compliant hosting for infrastructure (IaaS), disaster recovery (DRaaS), and backup as a service (BaaS). They are recognized by industry analysts as a leader in disaster recovery. The award-winning iland Secure Cloud ConsoleSM natively combines deep layered security, predictive analytics, and compliance to deliver unmatched visibility and ease of management for all of iland’s cloud services. Headquartered in Houston, Texas and London, UK, iland delivers cloud services from its data centers throughout the Americas, Europe, Australia and Asia. Learn more at iland.com.