



At a Glance

Organization

Radiology Associates

Employees

30

Location

Cincinnati, Ohio

Software

Electronic Medical Record, PAC

Implementation team

Carbonite Customer Support

Key reasons for choosing Carbonite Recover

Competitive price, all-in-one package, previous positive experience as a Carbonite customer

The implementation was really well done. I am more familiar with IT than the average person, but even for someone who has no knowledge of IT would have been able to follow the process of failing over with Carbonite.

Eric Brandser, Radiologist and de-facto IT resource

Radiology clinic keeps patient data moving with Carbonite Recover

Eric Brandser, radiologist and de-facto IT resource for Radiology Associates, explains why his consulting radiology clinic opted to add local failover to their data protection strategy.

What prompted you to look into local failover?

We don't have a dedicated IT person; I fill the role, given my self-taught IT skills and general interest. And I wanted to solve our single point of failure problem. After we had an unexpected server crash that corrupted our database, I realized we needed to find a way to avoid interrupting our workflow. We were already backed up seven ways to Sunday, but we didn't have a way to do a fast failover and get back up and running in event of a burglary or other disaster.

Being a consulting clinic, we don't have to store patient data long-term. But we do need to keep it moving, so our radiologists can read and interpret patient studies and send their findings back to our client hospitals. We need to avoid downtime to make sure we don't fall behind. If I've got two radiologists working today, they need to read through 90 studies. If our server goes down for 7 or 8 hours, the day is shot. If we get back up and running the next day, we'll have 180 studies to read, and still only two radiologists to do it. Even a short period of downtime would have a huge impact on our productivity. We really can't fall behind.

Why did you choose Carbonite, over other options?

We considered using Veeam and we also spoke to some local IT service providers before making the decision to go with Carbonite.

Carbonite vs. Veeam:

Carbonite bundled together all the implementation steps I'd have to organize and manage on my own if I used Veeam. I'm not an IT expert, but I know enough to know that I don't want to have to learn Veeam to become my own implementation specialist. It would involve a lot more management, orchestration and set up. It's not a one-and-done, like Carbonite.

Carbonite vs. local service providers:

Local providers tend to argue that smaller organizations like ours shouldn't go with somebody national because they're too big and not as responsive. Local IT companies tend to want to provide everything you'd possibly need and guarantee the health of your whole IT setup. They'd provide us with dedicated staff and make sure we'd get high priority tickets when something big happens.

But that's overkill for us. We don't need, and don't want to pay for, that kind of high-touch service. It always comes with extra commas at the bottom of your invoice.

From a technical standpoint, most of the failover technologies on the market do pretty much the same thing. But ultimately, Carbonite won us over on price and ease of use, by providing us with exactly the kind of service we wanted, without asking us to design and manage the implementation ourselves or pay for extra bells and whistles that we don't really need.

How did the implementation and test failover go?

The implementation was really well done. I am more familiar with IT than the average person, but even for someone who has no knowledge of IT would have been able to follow the process of failing over with Carbonite.

Carbonite's implementation specialist walked me through everything. We went through a test failover and it worked perfectly. In our test, all of our data was current within 5 minutes. The steps we took in the test failover were very well explained and simple, and I know I could do it on my own.

Even though the failover is a simple process, I know that, if a real disaster strikes, I'll probably be agitated and will want someone to walk me through everything on the phone. So, the Carbonite implementation specialist gave me the support number to call. I have it programmed into my phone as "Carbonite Disaster Help." I know that I'll be perfectly comfortable and confident calling it for real-time help when I need to. And really, that's all I want.

Contact us to learn more – Carbonite US

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About Carbonite and Webroot

Carbonite and Webroot, OpenText companies, harness the cloud and artificial intelligence to provide comprehensive cyber resilience solutions for businesses, individuals, and managed service providers. Cyber resilience means being able to stay up and running, even in the face of cyberattacks and data loss. That's why we've combined forces to provide endpoint protection, network protection, security awareness training, and data backup and disaster recovery solutions, as well as threat intelligence services used by market leading technology providers worldwide. Leveraging the power of machine learning to protect millions of businesses and individuals, we secure the connected world. Carbonite and Webroot operate globally across North America, Europe, Australia, and Asia. Discover cyber resilience at carbonite.com and webroot.com.