



sky data vault

SDV Provides Growing Health Care Practice a Scalable, HIPAA-Compliant Disaster Recovery Solution



The Customer

Physician-owned medical practice with eight urgent care locations and approximately 45 providers.



The Challenge

In speaking with the Customer about other services, the Partner learned that the Customer was looking for a backup/disaster recovery solution that would accommodate their rapid growth and large network. Though they had grown significantly, the Customer was still relying on a several years old backup solution which had no onsite appliance or cloud storage components. With over 80 servers in their current environment, the Customer felt they had outgrown their backup solution. The Partner, who was new to selling cloud services, turned to their Sales Engineering resources and their Channel Director who suggested they bring in Sky Data Vault (SDV).



The Solution

After meeting with the Customer to learn what they were looking to accomplish, SDV engineers designed a fully managed Disaster Recovery as a Service (DRaaS) solution that provided both an onsite appliance for local file recovery and a secure cloud environment for full DRaaS recovery or turn up of entire server instances. SDV harnessed Veeam to provide secure, air-gapped, immutable storage and worked with the Customer to determine appropriate recovery points and retention.

In addition, after inquiring about the Customer's Microsoft O365 instance, SDV learned that the Customer was not using a third-party provider to back up their email, One Drive, Sharepoint and Teams Channels. SDV was able to provide that backup as part of the overall solution at a low per user cost. The O365 Backup was seamlessly implemented in less than 30 minutes within days of closing.



Customer Outcomes

- A cost-effective, fully managed scalable DRaaS solution tailored to their specific needs.
- Immediate access to mission-critical systems, ensuring uninterrupted business operations.
- Enhanced data protection and recovery capabilities through Veeam integration.
- Reduced management burden, allowing the Customer to focus on core business activities.
- SDV's expertise and strategic approach provided the Customer with peace of mind, knowing their business continuity was safeguarded by a reliable and efficient DRaaS.
- Security of knowing their Microsoft O365 instance was backed up with a third party, as recommended by Microsoft.



Partner Outcomes

- The Partner learned a great deal about cloud services through the partnership with SDV. This information will open new opportunities for them as they engage with their customer base.
- Demonstrated value through introducing Customer to a unique solution provider who was able to swiftly solve the Customer's IT challenges with a customer-focused approach at an affordable cost.
- SDV's seamless, white-glove implementation and simplified management showcased the Partner's commitment to delivering innovative solutions.