



NEW ENGLAND HEALTHCARE ORGANIZATION PRESCRIBES NEXSAN ASSUREON® TO PROTECT PACS AND OTHER CRITICAL DATA

CUSTOMER OVERVIEW

Based in New England, this Nexsan Assureon® customer is a world-renowned healthcare organization that delivers revolutionary health, wellness and critical treatment care. Attracting the nation’s top medical specialists and thought leaders, the healthcare organization fuels the latest advancements in medical research, develops and hones innovative services and programs. This leads to important and sometimes difficult conversations people need to have about health, wellness and end-of-life wishes.

THE CHALLENGE

The healthcare organization was storing its picture archiving and communication system (PACS) images and other critical data on network attached storage (NAS) which meant that over 800 servers then needed to be backed up. At the time, the NAS configuration meant that each separate system required its own disaster recovery (DR). However, the healthcare organization was growing rapidly as was the amount of data it needed to manage, secure and protect. It recognized that this IT scenario would not be practical or reliable in the long-term.

THE SOLUTION

The healthcare organization turned to its trusted adviser Change Healthcare, which offered them their thoroughly vetted top options for review. Topping the list was Nexsan Assureon®, regulatory compliant storage. Assureon offered the ability to protect its high-value PACS images and other critical data, as well as the ability to meet the healthcare organization’s HIPAA requirements for file integrity, security, privacy and compliance – all while dramatically reducing storage costs.

The healthcare organization initially purchased 240TB for its primary data center and replicated another 240TB to its remote edge site, for (DR) and high availability (HA) purposes. At that time, two nodes sat at each site. Later, in 2019, they added another 360TBs to both the primary and remote edge site. To date, a recovery from the remote site has not been necessary due to the adequacy of its 30-minute backup windows.

“Our organization’s PACS images and other data is highly confidential and vital. It could lead to catastrophic consequences – literally life or death, if it cannot be accessed, or is tampered with or lost,” the healthcare organization’s Sr. SAN Systems Administrator explained. “A great deal of this data originally sat on expensive primary NAS storage. The ability to move it onto the cost-effective Nexsan Assureon without any disruption to operations, and to know it was safe, protected, and could be securely accessed at anytime from anywhere, was key. And, knowing that Assureon is tamper-proof from even the most diabolical ransomware attack provides indispensable peace of mind.”

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Nexsan Assureon also stood out from the competition for its ability to easily expand, as well as for its innovative fingerprinting capability. Assureon's secure digital fingerprints utilize a combination of two cryptographic hashes for unique file identification. Another key differentiator for the Assureon was that it is archive-only, and the icache shares are on a different NAS head. This results in both being able to operate in parallel, for twice the bandwidth and performance.

Assureon also offered additional advantages over competitors, such as:

- **Smaller Footprint** – Nexsan Assureon required much less floor space than competing vendors, which was especially important at the DR site where the healthcare organization had only one rack.
- **Seamless Expansion** – Nexsan Assureon offers the ability to transparently add nodes quickly and easily, with zero impact on operations.
- **Regulatory Compliance** – Nexsan Assureon ensures compliance with the rules, regulations and laws relating to healthcare practices, such as HIPAA.
- **Customer Service and Support** – Knowing Nexsan Assureon Customer Service and Support was available and would actually pick up the phones 24x7x365 provided much needed peace of mind. For questions, the Nexsan Assureon Customer Service and Support team proved to be “more knowledgeable and responsive than any other technology vendors” with which the customer had ever worked.
- **Competitive Pricing** – Nexsan Assureon cost less than the competitive solutions, and offered/delivered virtually immediate ROI as a result of its superior features and functionality.

“I cannot tell you how happy I am with Nexsan support,” the customer reiterated. “I know if I put in a support request that I am getting an answer either immediately, or worst case within 15-20 minutes. Other vendors have been typically four hours or more before we get assistance.”

Data backup was also a key consideration for the healthcare organization.

“By replacing our NAS backup process with Assureon, our data is safe and fully-protected. In fact, now there's no traditional backup needed, as it's an automatic DR system, which also happens to be a great deal easier and faster,” the customer stated. “Certainly, the protection and availability of patient data and images, as well as our own internal business data, is the topmost consideration. However, the amount of money we have saved has been significant. By our count it is into the hundreds of thousands of dollars across backup servers and licensing, as well as man-hours every year. This is real money that can now be dedicated to more strategic initiatives directly tied to our bottom line objects.”

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The Nexsan Assureon is now supporting the following from multiple providers - Philips Healthcare, Change Healthcare, Fuji, Agfa, and Nihon Kohden:

- Radiology – PACs
- Neurology – EEGs
- Cardiology – EKGs

"It's so straightforward with Assureon," the customer explained. "The PACS image or other data is created and sits on the local icache with a UNC path to Assureon. Based on rules, the images are either ingested immediately to Assureon or ingested after they have been reviewed with the final notes. Rules are set based on each business case."

NEXSAN ASSUREON SECURE MULTI-TENANCY

In the past when a new system was being set up for imaging it was a complex request. It required getting a server setup and then a long review and approval process.

"Before, it could easily take from one to several weeks to complete. Now with Assureon, a request can come in for a share on Nexsan and the assigning of the share and privileges can take as little as 5 minutes," the customer explained. "This is what Nexsan terms multi-tenancy where multiple departments can have their own secured shares and the data is protected from others accessing it, which is of course critical for our organization."

PLANNING FOR THE FUTURE

If the healthcare organization requires an additional Assureon in the future, it can do so without any impact to production via the Assureon migration utility. In the past, with other vendors if the healthcare organization needed to conduct a major archive upgrade with PACS, it was complicated, time-consuming and very expensive.

"When talking to other vendors, they don't like hearing that they are being evaluated against Nexsan, because it's just too hard for them to compete," the customer explained. "Before, we would typically buy a new PACS solution about every 10 years. The other archive solutions we recently reviewed required a new system purchase and migration every 5-7 years. But with Assureon, we expect it to work for 20 years or more."

ABOUT NEXSAN

Nexsan® is a global enterprise storage leader since 1999 delivering the most reliable, cost-effective and highly efficient storage solutions. Nexsan's solution portfolio empowers enterprises to securely store, protect and manage valuable business data with a broad product line of all-flash NVMe, unified storage, block storage, and secure archiving. Nexsan is a proud member of the StorCentric Family. www.nexsan.com