

Restorepoint Provides SaaS Company With Improved Network Backup & Compliance Efficiency

This US based SaaS company offers healthcare organizations a suite of technology applications to help medical groups and health systems manage patient intake.

Their platform of applications – including patient registration, revenue cycle, clinical support, appointments and patient activation – integrates with practice and electronic medical record systems and facilitates over 54 million patient visits annually.

Challenge

The company identified a need to improve the efficiency and security of their network configuration processes for managing backup, recovery, and change management. The main objective was to find a secure, reliable solution that would enable them to automate and monitor network configuration backups, while helping them to maintain compliance, audit efficiency, and meet service level agreements.

The Systems Architect noted the limitations of their previous processes and the challenges they were facing at the time.

“We were looking for a solution that enabled us to centralize our configuration backup data to a single, secure repository and that allowed us to track changes, as well as archive historical configuration data. In addition, to enable us to demonstrate compliance with PCI and HIPAA standards, we needed a product that provided secure encryption and allowed us to carry out network compliance audits with minimal effort.”

Anonymous, Systems Architect

Solution

Restorepoint enabled the company to manage network configuration backup consistently and centrally, automating manual procedures, and immediately simplifying their auditing processes.

“Before using Restorepoint, most of our network configuration backup processes were handled manually. These tasks were time-consuming and we knew that there was a better solution. While our previous processes didn’t have any associated monetary cost, we discovered that you get what you pay for. Restorepoint provides us with a really efficient method of managing our backups and enables us to easily track network changes for compliance

Industry: Healthcare Technology

Headquarters: Wilmington, Delaware

Employees: 1,400

Restorepoint Solution: ScienceLogic’s Restorepoint solution helps organizations reduce cost and improve security by automating critical processes across their network infrastructure. With deep integrations across more than 100 network and security vendors, Restorepoint automates network and security device configuration backup, recovery, compliance analysis and change management. Using a comprehensive level of interrogation and discovery in the network, and closely monitoring changes to configurations, Restorepoint helps proactively safeguard customer networks against disruption—malicious or otherwise.



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Results

By providing the company with the ability to manage their device backups centrally, ScienceLogic’s Restorepoint offering has become a vital part of their network infrastructure.

The Systems Architect adds, “We estimate the Restorepoint solution provides time savings of approximately 1-week per year. Our team can easily access our network configuration backups via different access levels, and they are now centralized and automated, improving reporting and auditing capabilities globally.”

“Restorepoint provides us with a really efficient method of managing our backups and enables us to easily track network changes for compliance standards, such as PCI and HIPAA – audits are now a breeze!”

Anonymous, Systems Architect

Wrap Up

In addition to sharpening visibility across hybrid IT estates, Restorepoint’s change management capabilities offer their customers greater confidence in the security of their company’s networks. With network and security device configuration backups and automated change analysis, in near real-time, they can now fight back against advanced persistent threats, close the threat detection and remediation gap, and preserve network data.

Together, the ScienceLogic and Restorepoint offering has greatly improved the efficiency and security of their network configuration processes, maintained and met compliance and service level agreements, and proactively safeguarded customer networks against disruption – malicious or otherwise.

BENEFITS



Automated network configuration backup centrally for disaster recovery and compliance



Automatically detected changes in network configurations



Simplified network compliance audits



Verified standard compliance practices including PCI, HIPAA, etc.



Protected sensitive configuration data using encryption for security