

Backup Solution vs Data Recovery Solution (DRS)



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Backing up your home computer documents is easy and simple to do. Many people choose from a host of inexpensive “file and folder” backup programs. And with the advent of “Cloud Services,” inexpensive backups are now easier than ever.

Unfortunately they are not adequate for use at your office. There are several aspects to consider including: **HIPAA compliance, Database Management, and how are open or locked files dealt with?** Most importantly **what is involved in recovery, and how long does it take for business to return to normal?**

HIPAA compliance. This is easy when you are dealing with a reputable I.T. company that specializes in the Medical or Dental field. They should all provide you with a solution that is encrypted, not only while data is at rest, but also while transmitting to the cloud. Your Backup provider should also have a Business Associate Agreement (BAA) in place, and you should be getting daily backup summaries.

Database Management and how are open or locked files dealt with? Most modern Dental software uses some kind of database, such as Pervasive®, or SQL®. Often the Practice Management companies want the database “stopped” before a backup can be performed. The problem is that you can only run backup’s after hours and requires all users to exit the software. A scenario worth mentioning is: if you are only doing nightly backups, and your server crashes at the end of the day? How much data and production do you lose? Unfortunately and unnecessarily many people are conditioned to accept a days loss when this happens. Is this

acceptable to you?

What is involved in recovery, and how long does it take for business to return to normal? There is more to recovery than when you recover your home files to your “Documents” folder. In case of a failure when using an old-school backup solution and a new server is needed, you will need a temporary solution while awaiting the new server. In this scenario, your I.T. company will spend many hours restoring your database to your fastest workstation and make it a temporary Server. Plus many more hours re-configuring all of your workstations. Once the new server is installed, your techs will again perform this work all over again. It’s not uncommon for the labor alone to cost in excess of \$5,000, plus the new server, and lost days of your production.

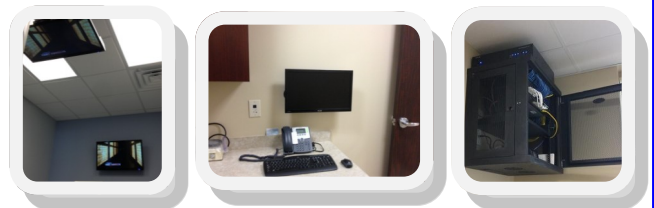
Disaster Recovery Solutions (DRS). A proper DRS doesn’t have any of the above limitations. It takes “snap-shots” during the day every half hour and stores them on an external storage device. They don’t have to worry about shutting down databases, because they are using advanced technology and can backup locked and open files and databases. At night the daily backups are compiled and uploaded to the Cloud; and you are notified on it’s

status. No one has to remember to “swap” out the backup drive! Sounds too good to be true doesn’t it? And we aren’t even at the good part yet! With a DRS, when you have a disaster, your I.T. tech can take your external storage and within 15-30 minutes have your office up and running, using Virtual Technology. With this technology your office is back up and running (albeit slower) but you are able to work until your new server arrives or is repaired. When the new server arrives, you have the capability of doing a full restore. Total down time is only an hour or two. And cost to recover is only a fraction of the cost.

For more information on this subject, call us at 855-344-4337. For previous newsletters, visit GoDigitalDDS.com

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