

Medicomp Recovers 90 Percent Faster with **Acronis** Backup Cloud

Deployment of Acronis Backup Cloud
Triggers 10x Business Growth and
Increased Customer Satisfaction

BUSINESS BACKGROUND

Medicomp is a leading provider of automated practice management (PM) and electronic health records (EHR) solutions to healthcare practices in the Washington DC metropolitan area. For more than 25 years, Medicomp has been supplying customized hardware, software, networking, and training services to meet the specific needs of a practice with the ultimate goal of increasing workflow efficiency and improving quality of care. Medicomp also delivers Infrastructure Management Services to selected healthcare organizations, taking care of network security, and data protection.

BUSINESS CHALLENGES

The healthcare industry relies on data availability. Any loss of data and downtime directly affects not only the business' bottom line, but also the patients' safety and wellbeing. In its nearly three decades of existence, Medicomp has had a pragmatic approach to data protection and security, meticulously backing up all data – their own servers and hundreds of computers at customers' locations.

The ever-increasing data volumes and growing threat of ransomware cyber attacks targeting healthcare organizations, made Medicomp realize that the cyber protection needs of its customers had outgrown its old backup solution. It didn't offer complete protection or a capacity to store the data in the cloud, leaving storage hard drives exposed to malware and theft. In addition, the old backup procedure required individual management of every customer and manual hard drive rotation, which complicated any tasks associated with recovering lost data.

INDUSTRY

IT Services for Healthcare Industry

KEY CHALLENGES

- Compliance with medical regulations
- Ransomware and malware threats
- Increasing volumes of customer data

PROTECTED ENVIRONMENT

- Ability to manage multiple customers with a single solutions
- Data encryption
- Centralized backup management
- Fast recovery with multiple restore points
- Secure offsite cloud storage

KEY BENEFITS

- Up to 90 percent faster recovery
- Ten-fold customer growth over two years
- Improved customer satisfaction

This prompted Medicomp to look for a new backup solution that would provide easy management and a sufficient level of data protection to their customers. Data encryption, multiple restore points, multi-tenancy, secure Cloud storage, and fast recovery, were among the main requirements for the new solution.

ACRONIS SOLUTION

Following the evaluation of multiple backup solutions, Medicomp selected Acronis Backup Cloud. Easy deployment, cost-effective Backup-as-a-Service licensing model, and a comprehensive feature set made it an easy choice. Medicomp was able to brand the management interface and present the service as their own.

The new technology gave Medicomp an option to manage all customers through a centralized web-based management console. Strong data encryption capabilities with the capacity to encrypt data on device, before it is copied to a backup drive or transferred to the cloud, increased the customer compliance with HIPAA directives and other data protection regulations. The ability to store a copy of data in the cloud added an extra layer of protection, safeguarding data against the increasing threat of ransomware attacks. It also provided Medicomp's customers with an option to restore backup alternative locations to ensure business continuity in case of a disaster. Since the deployment of Acronis Backup Cloud in 2015, the number of customers relying on Medicomp for backup increased ten times, and continues to grow. Medicomp bundles backup with general IT management services and provides an attractive SLA on data recovery, which is critical in healthcare.

"One of our users deleted important data. With Acronis' granular recovery feature I was able to recover the data immediately, up to the latest backup time, reducing the downtime from hours to just a few minutes," said Ali Sadeghi, IT Manager.

Acronis Backup Cloud enabled Medicomp to speed the recovery time for their clients by up to 90 percent. It also freed up the resources previously allocated to managing manual backups and increased customer satisfaction by providing them with secure access to the protected data.

"Our experience with rolling Acronis Backup Cloud across our customers' networks has been very positive," said Sadeghi. "Acronis is always there to help and our customers are satisfied with the level of data protection we can now provide," he concludes.

"Acronis is great! I was able to recover data immediately, reducing downtime from hours to just a few minutes."

**Ali Sadeghi,
IT Manager**

ABOUT ACRONIS

Acronis sets the standard for [cyber protection](#) and [hybrid cloud storage](#) through its innovative [backup](#), [anti-ransomware](#), [disaster recovery](#), [storage](#), and [enterprise file sync and share solutions](#). Enhanced by [AI-based Active Protection technology](#), [blockchain-based authentication](#) and a unique [hybrid-cloud architecture](#), Acronis protects all data in any environment, including physical, virtual, cloud, mobile workloads and applications. [Founded in Singapore in 2003](#), today the company is trusted by more than 5 million consumers and 500,000 businesses worldwide, including [79 of the top 100 most valuable brands](#).