

Safeguarding vital data to ensure timely, responsive care

To provide access to critical patient records and imaging plus valuable business data, Nuvance Health turned to Dell Technologies.



Business needs

Nuvance Health needed a unified backup solution that offers predictable, highly scalable protection for its Microsoft Office 365 environment and cloud-based business intelligence solutions while also providing centralized backup and recovery for clinical and business applications running on 1,600 VMware virtual machines (VMs).

Business results

- Ensures that critical patient data is readily accessible to clinicians.
- Scales on demand to back up data while reducing costs.
- Empowers IT staff to focus on strategic initiatives, not backup tasks.
- 70% faster backup times for essential SQL Server databases.

Customer profile



Healthcare | United States



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Chief Technology Officer, Nuvance Health

Solutions at a glance

- [Dell APEX Backup Services](#)
- [Dell Data Protection Suite with NetWorker](#)
- [Dell PowerProtect DD series appliances](#)
- [VMware vCenter Server](#)



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Chief Technology Officer, Nuvance Health

Located in eastern New York and western Connecticut, Nuvance Health is an integrated health system delivering convenient, accessible and affordable care to members. The organization has seven community hospitals, plus primary care and specialist offices, outpatient providers, home care services, a skilled nursing and rehab facility, and a research center that brings breakthroughs from the lab directly to the bedside. It also maintains three Centers of Excellence in cardiology, neurology and oncology.

Over the past year, Nuvance Health has modernized its environment with an innovative online portal for patients to self-schedule, preregister and more. It has also continued its journey to the cloud. In everything it does, the focus is always on the highest quality patient care.

“We’ve relied on Dell Technologies solutions for our backups for some time,” says Rob Gilliland, chief technology officer at Nuvance Health. “Dell APEX Backup Services is the ideal solution for our cloud endeavors and Microsoft Office 365 environment.”

Simple, highly scalable backups

Nuvance Health has more than 160 applications — from electronic medical records and imaging to its Office 365 environment and cloud-based business intelligence solutions. The organization is moving a growing percentage of its applications and data into the cloud but still runs large Microsoft SQL Server databases and other solutions on approximately 1,600 VMware VMs.

“For Office 365, APEX Backup Services provides us much greater ease of use and more refined retention periods than Microsoft native tools,” Gilliland explains. “As we continue to move more systems and information to the cloud, we’ll leverage APEX Backup Services for that.”

One of the most compelling benefits of APEX Backup Services is the ease of use. There’s no infrastructure to manage, capacity can be expanded on demand, and the IT team enjoys a simple and consistent experience with high visibility through a single console.

“The solution lets us manage our backup solutions with a ‘single pane of glass,’” notes Gilliland. “In addition, the predictable on-demand model reduces our costs.”



**Reduced
backup times
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With the help of Dell Technologies professional services, Nuvance Health was able to stand up the solution in just two days. “APEX Backup Services lets us increase or decrease our cloud storage as required with a much faster turnaround time,” Gilliland declares. “The scalability is unbelievable.”

Tight integration with VMware

Nuvance Health has long depended on Dell Technologies compute, storage, and backup and recovery solutions such as Dell Data Protection Suite with NetWorker and Dell PowerProtect DD series appliances.

“What initially attracted us to APEX Backup Services was our significant investment in Dell Technologies solutions,” remarks Gilliland. “It was a natural fit to bring in APEX and create a unified backup solution.”

He continues, “For many years, we used NetWorker exclusively for our backup and recovery solution. What tips the scales for us is the NetWorker integration into VMware vCenter as well as the outstanding performance it provides for our backup needs. We use it to protect essential clinical and financial information in our SQL Server databases and our growing Microsoft Windows environment running on VMware servers.”

The performance improvements using Data Protection Suite with NetWorker have been dramatic. “NetWorker has reduced our backup times by approximately 70% compared to before,” Gilliland says. “The decrease in backup times with NetWorker allows my staff more time to work on their projects and key strategic initiatives.”

Ensuring ongoing patient care

On the drawing board for Nuvance Health is a plan to implement Dell PowerProtect Cyber Recovery to quickly recover should a ransomware or other cyberattack occur. Gilliland concludes, “Dell Technologies provides the right technology for our ongoing patient care and to support the growth of our organization.”