

# CUSTOMER SUCCESS BRIEF:

## Acquisition immediately grew storage needs by 50%

System redesign and implementation successfully completed in 15 days. Doubled Reliant's backup capacity while significantly reducing their average cost per TB

**Reliant**  
Medical Group

### Industry

Healthcare

### Solution Focus

Integrated backup solution handles a sudden influx of 20TB of data

### Assessing the client environment

With 25 locations throughout central Massachusetts and a full range of primary care and clinical services, Reliant Medical Group was recognized as a progressive healthcare organization when strategic acquisition made Reliant Medical Group, a progressive the largest independent medical group in central Massachusetts, the sudden influx of 20TB of new data increased their back-ups by more than 50%. Reliant needed to ensure complete data protection, rapid implementation and zero loss of data during the migration. They were concerned with ensuring all backup, retention and redeployment of data was executed within HIPAA guidelines but equally important, the entire process needed to be done quickly to guarantee no vital patient records were lost or services interrupted.

### Clarifying the client issues

Daymark's initial evaluation of Reliant's existing and newly acquired IT infrastructure confirmed that the integration effort would require blending multiple incompatible technologies into an optimized unified architecture. This meant that a wide range of technologies from different vendors needed to be migrated in a manner that ensured absolutely no data loss once the disparate systems were consolidated.

As with all clients, a keen eye needed to be cast on how this rapid deployment could most cost-effectively be executed since the acquisition itself required a significant financial investment.

### Client value

The transition plan required multiple Daymark consultants who had deep expertise in both Reliant's existing backup & recovery solutions as well as those of the acquired company. The unique and senior skill set of Daymark's professional services team met Reliant's rapid deployment requirements, while reducing costs and implementation time as the team efficiently built a single project plan for both infrastructures.

Daymark's focus on compliance, cost control and speed of execution was only superseded by the very clear message from the client that the integrity of patient records was the number one priority.

### Results

The Daymark and Reliant team worked diligently to ensure the entire crossover was handled in less than 15 days. Integrity of patient records was successfully maintained across both systems and the entire project came in under budget.

While the immediate task at hand was critical, Daymark also helped guide Reliant to take a longer term, strategic approach at their backup and recovery environment. By working closely with the Reliant IT management team, all immediate objectives were met, and the new solution doubled Reliant's backup capacity while significantly reducing their average cost per TB, making the new architecture ready to easily accommodate future storage needs.