

CASE STUDY

Healthcare Insurance Provider Protects Data with Comprehensive Backup and Disaster Recovery Solutions



Industry

Healthcare Insurance

Challenge

Time-consuming, expensive tape backup and recovery processes burdened IT staff members, who also had no reliable way to track tape data and locations

Results

- Automated and simplified backup and recovery processes
- Ensured that all tape and virtual tape data was tracked and recoverable
- Reduced time and costs needed for reliable, secure, documented backup

Products

- Rocket® DASD Backup Supervisor
- Rocket® Tape/Copy
- Rocket® Copy/Export Manager

Application

- Disaster Recovery

Company

A leading healthcare insurance provider, its subsidiaries, and affiliates provide group and individual health insurance plans, benefit products, and health and wellness services to more than 3.3 million people. A hallmark of this insurance provider operations is fast, accurate performance, with 41,000 claims per workday hour paid on behalf of its members.

Challenge

As part of a nationwide association of leading healthcare plans, the healthcare insurance provider has to ensure that all of its subscriber and internal business data is fully protected in the event of a system outage, malicious attack, or natural disaster. The ability to recover subscriber and other business-related data quickly and accurately is critical to maintaining business continuity. Prior to the implementation of Rocket solutions, new data coming into the system had to be integrated into the existing disaster recovery systems manually. Traditionally, mainframe data is stored as Direct Access Storage Device (DASD) volumes. Thus, in order to add a new DASD volume to the backup process, an engineer had to manually ensure that it was properly structured and included in subsequent backups.

These types of daily tasks had become a tremendous burden, and guarding against potential errors was increasingly labor intensive. As the amount of data grew, volume backups for disaster recovery also became more complex, and backup and restore times increased.

Solution

The IT group knew that to securely store subscriber data for recordkeeping and disaster recovery, it needed a better method to manage data from online application storage to permanent offline media. The group also wanted a simpler, more reliable way to track and report any missing volumes for backups. The right solution would have to improve the team's ability to recover critical data, while also containing management overhead and costs. After thorough research, they selected a comprehensive solution from Rocket Software including Rocket DASD Backup Supervisor, Rocket Tape/Copy, and Rocket CopyExport Manager.



Results

The IT team relies on Rocket DASD Backup Supervisor (DBS) to automate and simplify the DASD backup and recovery process. Rocket DBS continuously audits for new, deleted, renamed, or off-line volumes and automatically generates jobs to back up and recover DASD volumes. New volumes are automatically integrated, and all backups are completed in a synchronized manner to improve accuracy and reduce the potential for errors. The IT group also integrates DBS with FlashCopy point-in-time data replication to ensure that all necessary volumes are replicated and properly backed up. DBS generates fully automated recovery jobs that are shipped offsite with backup tapes or created automatically at the recovery site.

The IT team utilizes Rocket Tape/Copy to consolidate and migrate from older and virtual tape media to newer higher-density media. This initiative not only ensures that all tape and virtual tape data are tracked and recoverable, but also reduces tape and media costs. By leveraging the Tape/Copy reporting feature, IT tracks usage of all tapes with detailed reports on data contents in the tape management systems catalog. In this way, the team always knows where tapes are stored, and what files they contained. Prior to deploying Rocket Tape/Copy there was no reliable process for backing up and recovering the virtual tapes in the event of a disaster. Now, with the Rocket solution, tape management is copied from the input record to the output record to preserve the data set name, creation date/time, and last used date/time of the input record. The software also makes all required system catalog updates, ensuring the highest level of reliability.

As part of its comprehensive disaster recovery process, the IT team relies on the copy export function of its IBM TS7740 virtual tape systems to store critical data off site. By selecting Rocket CopyExport Manager to completely automate this process, the IT group is able to create copies of virtual tape data sets and export them for off-site vaulting. Customization is simple, with no need for time-consuming REXX coding. The team easily audits the entire export process and develops a database to track logical-to-physical relationships, provide detailed reporting, and help ensure successful recovery—without having to manually watch for copy export errors.

Rocket solutions solidifies the IT group's commitment to staying at the forefront of innovative and simplified disaster recovery best practices. By minimizing the time and effort required to ensure reliable data protection, the Rocket solution also freed team members to focus on more strategic initiatives.

“ I have a great relationship with Rocket and the team has always been very responsive. Thanks to Rocket, the procedures are automated and I can rest assured that our data is secure in a disaster recovery situation. The process is now streamlined and less burdensome for the staff. ”

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