

Vital Backup and Recovery Realigned with the Iomega® REV™ Drive

Industry: Health-Care

Challenges:

- Unreliable tape backup solution caused practice to stop performing regular backups
- Cumbersome, slow backup process impacted network performance and required doctor intervention
- Requirement to comply with HIPAA reinforced need to improve backups
- System failure resulted in data loss since backups were incomplete

Solution:

- Iomega REV 35GB USB 2.0 Drive
- Iomega Automatic Backup Pro
- HipaaManager Professional Services

Benefits:

- Improved performance at fraction of the cost of previous tape system
- Intuitive software allows for 'set it and forget it' automation
- Full and partial backups can be performed without any impact to existing operations
- Compliance with HIPAA regulations while supporting growing business continuity efforts

complicated tape backup procedures to ensure proper storage of all patient files which is critical to their business. As Dr. Handzel recalls, "Most of the time, our tape backups didn't finish successfully, leaving us with the arduous task of figuring out where and when the backups failed. As a result, we started backing up our client database only, figuring we could at least safeguard our most vital information."

Still, this approach proved somewhat unreliable, prompting Dr. Handzel to explore other alternatives. The search intensified because of pressure to comply with the Health Insurance Portability & Accountability Act of 1996 (HIPAA), which created sweeping changes in most healthcare transaction and administrative information systems. Now Knight Chiropractic Center had to demonstrate that its procedures protected patient privacy and confidentiality while proving that its backup and recovery strategies ensured the data integrity of all patient records.

THE CHALLENGE

Faced with mounting concerns over the reliability of its data backup procedures and increasing pressures to comply with HIPAA regulations, Knight Chiropractic Center turned to HipaaManager, a provider of HIPAA compliance solutions for a recommendation. Based on a HIPAA risk assessment, Knight Chiropractic Center updated its Microsoft Windows-based computers, file servers and network routers. They also upgraded their physician software, but experienced a glitch during the migration which erased billing records from the database. Retrieving previous tape backups proved to be an exercise in futility. Some data was lost forever, making it extremely difficult to recreate certain billing and insurance records.

Losing data was a tough lesson but the doctors learned very quickly how closely its information systems were tied to their ability to deliver quality patient care. With that realization, Knight Chiropractic Center began a renewed effort to find a more reliable backup and recovery solution that would prevent any future catastrophic losses and comply with HIPAA Security regulations.

In reviewing different alternatives, the doctors looked at newer tape backup systems and CD-RW/DVD burners. Newer tape backup systems provided greater capacity and improved reliability but the doctors were hoping for a more automated, much faster and less-intrusive

At Knight Chiropractic Center Inc., an enduring focus on preventative medicine and wellness programs drives the delivery of a wide range of chiropractic services for the whole family. Founded in 1984 by Steven Knight, the diversified practice supports the chiropractic needs of approximately 2,000 patients. For Dr. Jim Handzel and Dr. Michael Cabello, who now run the thriving office, a typical day might involve seeing between 80 and 135 patients along with documenting all associated medical care in detailed patient files and reports.

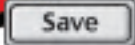
Over the past three-to-four years, the doctors have grappled with cumbersome and



INNOVATION SPOTLIGHT

KNIGHT CHIROPRACTIC CENTER STORAGE SOLUTION CASE STUDY

Revolutionary removable hard drive provides affordable tape replacement for growing medical practice while ensuring complete compliance with stringent HIPAA regulations



SAVE EVERYTHING.™

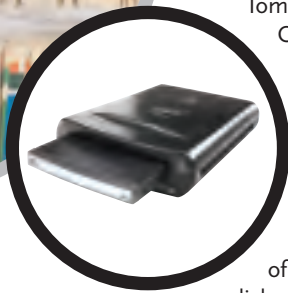


approach. They also felt that the CD-RW/DVD burner approach would be too labor intensive.

HipaaManager recommended a new removable hard disk drive system from Iomega Corporation. The new Iomega REV 35GB/90GB drive provides portable, high-performance file storage that is more efficient and reliable than traditional tape and optical drives. The doctors decided the Iomega REV Drive offered a best-in-class solution while ensuring compliance with HIPAA rules.

THE SOLUTION

Iomega's new REV drive gives Knight Chiropractic Center the speed and ease-of-use of a hard drive combined with the removability and expandability of tape or a CD-RW/DVD burner. As a pioneer in this area, Iomega engineered its REV disk to be removable by separating the hard-disk platter and spindle motor from the rest of the regular hard drive components. The disk and motor are housed in a rugged, removable hard plastic cartridge, leaving the disk heads and electronics in the drive section. Reliability is further enhanced by a patent-pending air filtration system. As a result, Iomega's REV drives are much more reliable than traditional, portable hard drives.



With Iomega's REV drive solution, Knight Chiropractic Center performs all patient backups easily and quickly, storing data on small, portable REV disks that hold up to 35GB native or up to 90GB of compressed data* with the included software. Files can be retrieved in seconds using simple drag-and-drop features and the bundled software lets Knight Chiropractic Center automate complete or incremental backups. The REV system also simplifies restoring from a specific point in time as well as specific files from multiple backups.

An ideal solution for Knight Chiropractic Center, the doctors were able to install their Iomega REV drive easily and without incident. Immediately they began reaping the benefits from a simpler, more efficient and faster approach to backup and recovery.

THE BENEFITS

For Knight Chiropractic Center, the Iomega REV drive takes the pain out of regular backup while providing a solid foundation upon which to support a growing medical practice and accommodate strict HIPAA regulations. At a fraction of the cost of a traditional tape backup system, the practice has improved its backup and recovery operations significantly. "Backups are a breeze now with the Iomega REV drive," explains Dr. Handzel. "We can perform full or incremental backups in the middle of the day without impacting network performance—it's completely transparent to the rest of the office."

Another benefit is the speed with which backups can be conducted. The practice's REV system performs backups up to eight times faster than the previous tape system, with regular backups taking no more than 10-to-15 minutes.

In addition, Dr. Handzel found the software that comes bundled with the REV drive extremely intuitive, making it much easier to maintain regular backups. "I simply 'set it and forget it' with confidence that backups are intact and patient records are fully protected," he adds. Another benefit of the Iomega REV system is the additional flexibility Knight Chiropractic Center has when it comes to storing critical patient files offsite. "The portability factor is a big plus since now I can perform backups and then store the disks in a fire-proof safe or take it offsite as part of our business continuity strategy," comments Dr. Handzel.

Overall, the Iomega REV drive has helped the practice transform its backup and recovery efforts. Instead of viewing backup as a problematic, interrupt-driven process that slows the network and offers spotty protection, the doctors now look at backup and recovery as an integral and extremely important facet of their practice. "We approach backup and recovery now more like we approach healthcare," concludes Dr. Handzel. "Keeping data backed up and current is critical to maintaining the well-being of our practice in much the same way that having regular check-ups and spinal adjustments is key to ensuring good health for our patients."

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— Dr. Jim Handzel
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*Compressed capacity assuming 2.6:1 data compression with Iomega Automatic Backup Pro software. This capacity may vary since compression is data and software dependent.

