

Southwest Community Health Center

Quorum Case Study

The Challenge: Unreliable and Expensive Backups with Long Recovery Time

Southwest Community Health Center had been using Backup Exec to back up their critical data on disk and tapes. Over time, Peter Breskin, the IT Systems Administrator at Southwest Community Bank, found managing backup media became a challenge, especially for disaster recovery purposes. They were moving tapes to another location daily, and restoring files sometimes required inserting multiple tapes at once. The whole process was very inconvenient.

The Solution: Affordable, User-Friendly, and Feature-Rich Solution

When evaluating backup and recovery solutions, Peter considered Veeam, Unitrends, Datto, Backup Exec, and Quorum. Peter was originally designing a backup solution, but found Quorum to be the most affordable, user-friendly, and feature-rich solution. Most importantly, Quorum had the automation and failover capabilities that they were looking for. Compared to the original plan of designing a backup solution in house, Quorum actually helped save quite a bit of money. As Peter stated, "We didn't even realize how much unnecessary effort we were putting into maintaining Backup Exec until we got our Quorum appliances up and running."

The Results: More Capabilities with Less Maintenance

After implementing Quorum, Southwest Community Health Center could finally spin up a recovery node VM to take the place of a downed server. And for file recovery, Peter was amazed to mention, "We can set up a Windows share to recover files from any snapshot, and the automated backups and DR appliance replication are incredibly convenient and easy to maintain."

PREVIOUS SOLUTION:

Backup Exec

CONSIDERED SOLUTIONS:

Veeam, Unitrends, Datto

INDUSTRY:

Health

ABOUT SUMMIT BANK:

Southwest Community Health Center provides high quality, accessible medical, dental and behavioral health services to individuals and families, in the Greater Bridgeport area, especially the uninsured, who reside in the medically underserved Southwest Bridgeport community.

ESTIMATED REVENUE:

\$40M-\$50M

WEBSITE:

www.swchc.org

Because of Quorum, Southwest Community Health Center's IT staff spend considerably less time maintaining their backups. "I can't even count the number of times I've been able to help people recover lost files, or older versions of existing files, simply by opening a Windows share to our backup snapshots. We've never had to failover to a Quorum recovery node, but the fact that they're there gives us peace of mind."

When asked about a time when Quorum impressed you, Peter mentioned, "Recovering files is a breeze. End-users are always impressed when they see that they can easily access historical snapshots. We've 'saved the day' several times by recovering a file that someone's saved over or deleted by accident. Another thing I was impressed by is their excellent customer support. I've always been able to reach support quickly and get any issues resolved." Now, Peter and staff could not live without the recovery nodes, automation, file-level recovery, DR replication, and the friendly and professional customer support that Quorum offers.

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PETER BRESKIN
IT Systems Administrator



About Quorum: Quorum believes data backup and recovery for businesses should be fast, easy, and reliable, while providing extraordinary customer support and transparent pricing. Quorum's solutions were originally developed for U.S. naval combat systems, and the company is now backed by Toba Capital and industry veterans with decades of experience from Quest Software, Dell, Symantec, and beyond.