



MedSuite

Any Time... Any Place...

MedSuite Backup Overview

- HIPAA compliant
- Data is continuously backed up and stored offsite as it changes, 24 hours a day, so it's always up to date
- Immediate offsite storage at a secure archival storage vaulting facility
- Backups are kept for 30 days offsite and 5 days onsite
- 24x7 server monitoring using a professional monitoring service
- Backup of your data before and after nightly Close Outs
- Onsite nightly backups allow us to restore your data very quickly
- Nightly restores to test the integrity of our backup process
- RAID servers are employed to reduce the impact of hardware failure

MedSuite Backup Process Introduction

Practice Management businesses of all sizes have become dependant on data for the very existence of their company. The loss of this data would likely shut the doors of most businesses. MedSuite understands this risk and knows a reliable data protection solution is critical to the operation of any information business especially healthcare companies.

In order to understand what MedSuite backs up, an overview of our data center technology is needed. MedSuite uses Microsoft SQL Server as our choice of database systems. The Microsoft SQL Server database runs on a multi-processor high performance RAID configuration which has many failsafe features including redundant power supplies and network connections. Onsite backups are stored on a remote server that contains a RAID configuration as well and is configured for use in case of a primary database server failure. These servers are secured in a state-of-the-art data hosting center that provides fire suppression, a dust-free, air-conditioned environment, and is protected by security guards 24 hours 7 days a week.



To ensure the safe recovery of your Microsoft SQL Server database in the event of a disaster, we employ the two following backup plans.

MedSuite Continuous Offsite Backup



MedSuite has contracted LiveVault to perform one of our backup plans as well as aid in monitoring our database server's health. The LiveVault solution runs continuously on our database server sending a mirror image of your database offsite. This occurs "real time" so the mirrored database is up-to-the-minute. The exact replica database can be restored at any time so you don't lose an entire day if a failure does occur.

At a specific time during the day, your database mirror is copied then moved from the LiveVault facility to a secure archival storage vaulting facility in Iron Mountain that is used by most of the Fortune 500 companies to protect their data. Historical backups are maintained in the offsite storage facility for 30 days.

In order to ensure true HIPAA compliance and the security of your backups, the continuous backup service combines electronic key technology, advanced encryption techniques, and industry standard digital certificates with proprietary Virtual Private Network (VPN) tunneling technology to produce a highly secure passage for the backups.



In addition to our highly experienced, well-trained staff monitoring your servers and backups, LiveVault also monitors the condition of the database server 24x7 and notifies our administrators in the event of any failure.

MedSuite Snapshot Onsite Backup

When caring for a customer's data, we believe that redundancy should exist in both the hardware and the backup process itself. We felt it necessary to have a compound backup solution in case one of our backup method fails. To achieve this we decided to use a traditional Microsoft SQL Server onsite backup alongside the continuous offsite backup. The onsite backup is performed three times daily using the schedule below.

1. The first nightly practice close out creates a snapshot of the database. If some process fails in the close out, we can correct the problem and restore back to before the problem occurred.
2. The final nightly practice close out creates another snapshot of the database. Therefore if a catastrophic event occurs during the day, we can always restore back to the beginning of the day.
3. The final backup is performed after a series of standard database integrity checks and performance tuning processes. These checks and processes occur at 1AM EST each day and do not prevent the access to your database. Once these checks and processes are complete, we perform a backup and retain these backups for 5 days.

MedSuite Backup Integrity Testing

A good backup plan is necessary, but where many plans fail is trusting that the contents of the backup are valid. It is not uncommon for a company to restore data from their backup system to find that it was not backing up properly or was not backing the system up completely. In order to guarantee we receive a successful backup, each morning we restore a backup of your database on a separate server to verify that it is complete and can be restored properly.

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