



California Department of State Hospitals Attains Cloud Mobility and 160 Days of Added Productivity with Rubrik



INDUSTRY:

Healthcare

RESULTS:

- Near-zero RTOs
- 67% management time savings
- 160 days of additional productivity back to the team per year (32 days per site)
- 45% TCO savings
- 75% reduction in data center footprint

THE CHALLENGE:

- Lengthy restores
- Labor-intensive and time-consuming legacy solution

BUSINESS TRANSFORMATION

DSH has significantly increased operational efficiency with Rubrik, resulting in 160 days per year of added productivity across all locations. Rubrik's ServiceNow integration will allow DSH to automate recovery workflows, allowing the team to devote more time towards strategic, value-add initiatives.

The California Department of State Hospitals (DSH) manages the state's forensic mental health hospital system, providing in patient mental health services to approximately 6,000 patients. DSH oversees five state hospitals located in Atascadero, Coalinga, Metropolitan (in Los Angeles County), Napa and Patton. The department strives to provide effective treatment in a safe environment and in a fiscally responsible manner.

Andrew Hinkle, CTO, leads a 200-person IT team that supports over 10,000 employees. "IT serves a critical role in DSH's ability to operate. Our organization is very data-driven, so our systems provide a vital resource that allows our clinicians and hospital executives to make informed decisions."

"IT supplies the backend technology for our security systems, which are crucial for hospital safety. Over 90 percent of our patients are forensically committed, which results in a more precarious environment than your average hospital. As a result, ensuring our staff's well being is a top priority," said Hinkle, "Our IT team also supports patient data through various medical applications, so any downtime could directly lead to delays in treatment."

"As a CTO, it's my job to be strategic about the technologies we leverage," said Hinkle. "Bringing in cutting-edge tools like Rubrik allows us to work smarter by automating manual tasks and reallocating time towards higher value initiatives that move our organization forward."

SEARCHING FOR A MODERN DATA MANAGEMENT SOLUTION

"We nearly experienced a disaster due to issues with our legacy data management solution," said Hinkle. "A few years ago, a massive wildfire in Napa came within a mile of our hospital and destroyed network connectivity. Unfortunately, we realized our backups had been turned off in order to conserve space, which meant we had no off-premises backups for recovery. Luckily, the worst did not come to pass, but this experience led us to focus more on disaster recovery going forward."

"One of the deciding factors when selecting Rubrik was the seamless cloud integration," said Saul Gonzalez, Enterprise Server Manager. "We saw this as a way to strengthen our disaster recovery strategy. Since adopting Rubrik, we protect our data on-premises and archive to a public cloud. The department also conducted a five-year TCO and found that we would see immediate cost savings and improved functionality by moving to Rubrik."

RUBRIK ENABLES DEPARTMENT'S "SMART-CLOUD" STRATEGY

"Previously, we archived our data between hospitals, meaning that each facility had an archival partner. This had been turned off prior to the wildfire, leaving us with no valid recovery method. With Rubrik's seamless cloud integration, we are archiving all of our hospitals' data in AWS S3 for long-term retention and are confident that we can recover critical data in case of a disaster," said Gonzalez.

"The State of California has a cloud-first strategy. On top of that, our team believes in "smart cloud," which is placing the right workloads in the right clouds. In addition to AWS, we are using Azure to manage Office365 and may evaluate GCP in the future. Rubrik's cloud vendor-agnostic approach provides the flexibility for us to utilize the cloud solution that makes the most sense for each scenario," added Hinkle.

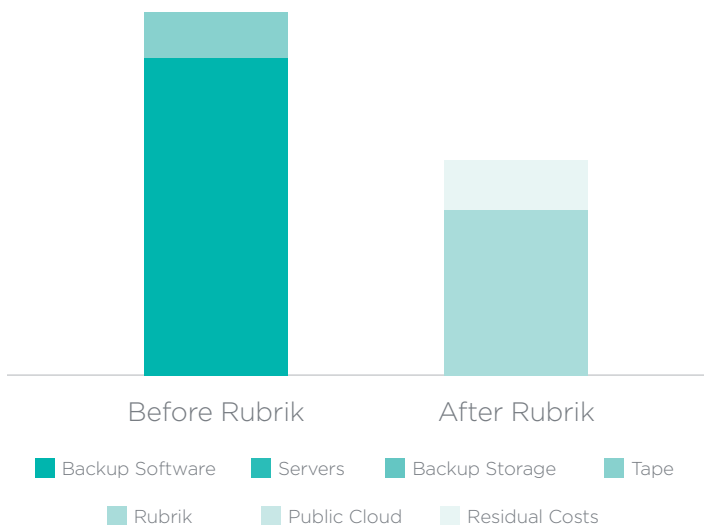
DSH is using Rubrik to protect its heavily virtualized environment, including SQL and mission-critical security applications, including fire safety, hospital police, and alarm systems. Benefits include:

- **67% management time savings:** "Previously, we only had one person at each site who knew how to use our legacy solution. We were also spending too much time babysitting backups. Fortunately, Rubrik is easy enough for anyone to use. We used to spend 90 minutes per site managing our daily backups, which has now been reduced to 30 minutes with Rubrik. This has resulted in 160 days of additional productivity per year (32 days per site).
- **Near-zero RTOs:** "Large restores used to take several hours to multiple days. We can now perform restores in minutes with Rubrik."
- **75% reduction in data center footprint:** "Rubrik allowed us to reduce our rack space from 8U to 2U per hospital."
- **Streamlined compliance:** "We need to meet FedRAMP certification, as well as maintaining sensitive PHI and PII data. We feel confident that Rubrik allows us to meet our compliance requirements."

- **Automated workflows with ServiceNow integration:** "We have a lean team that wears many hats. Automation that comes with tools such as Rubrik and ServiceNow will allow us to make better use of our human resources instead of tying them down with repetitive, manual tasks. Rubrik's ServiceNow integration will further automate our processes by helping developers troubleshoot issues and producing notifications when restores are complete."
- **Defense against ransomware:** "DSH has been subject to ransomware attacks in the past. With Rubrik's immutable backups and point-in-time recovery, we feel confident we can recover quickly."

TOTAL HARD SAVINGS BEFORE AND AFTER RUBRIK

Rubrik has helped DSH reduce its TCO by 45%. "We have seen significant cost savings by switching to Rubrik," said Hinkle.



Notes:

1. Media, maintenance, offsite handling
2. Long-term data retention storage and transfer costs
3. Includes contractual maintenance, support for legacy infrastructure
4. All costs include initial capital outlay and annual recurring spend



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