



Royal Flying Doctor Service (Queensland Section) Protects Against Ransomware Threats with Rubrik



Royal Flying Doctor Service

INDUSTRY

Healthcare/Aviation/
Not-for-profit

RESULTS

- Ensured 24/7 operations
- Automated backup and instant recovery
- Protected critical patient and aviation data

THE CHALLENGE

- Cyber security elevated to primary business risk
- Key cloud workloads required protection
- Sensitive data subject to regulatory and reputational risk

Royal Flying Doctor Service (Queensland Section) has protected business critical data and ensured its life saving operations are available 24/7 with Rubrik. As both a healthcare and aviation organisation, it needed to ensure sensitive patient data and key aviation data were protected from the increasing threat of ransomware targeting the healthcare sector.

CHALLENGES

Covering more than 1.7 million square kilometres, Royal Flying Doctor Service (Queensland Section) (RFDSQ) provides essential healthcare and retrieval services to some of Australia's most isolated communities. Each year, it delivers more than 98,000 episodes of care which includes transporting 11,700 patients to and from metropolitan hospitals and running more than 5,300 health clinics across regional, rural, and remote Queensland.

Adam Carey, CTO, said given the vital role the organisation plays, the threat of ransomware holding critical data hostage was one of its greatest concerns.

"In the past two years, cyber security has evolved from a side-issue to our number one business risk," Carey said. "Even against our own organisation we've seen cleverly crafted, targeted phishing attacks, especially to our executive team. It shows nothing is off limits, not even essential health services like ours."

EVERY SECOND COUNTS

With the organisation playing a dual role as both an airline and healthcare agency, Carey said ensuring the fleet of 20 aeromedical aircraft were always available was one of his main priorities.

"We need to protect our data to remain operational at all times," he said. "If we were to lose access to some of our key data and systems, pilots couldn't log their flight plans for the day, so they'd have to resort to manual process that could cause delays—every second counts in an emergency."

PROTECTING PATIENT PRIVACY

While ensuring Royal Flying Doctor Service (Queensland Section)'s aircraft are able to rapidly take off in the case of an emergency, the organisation's dedication to its patients continues long after their treatment.

"Patient data is everything to us. It's our crown jewels," he said. "Patient care is our main reason for existing, and the motivation for everything we do. For us, care extends beyond the physical—it's also about ensuring patient privacy is always protected and Rubrik helps us protect it."

RESULTS

- **Rapid restoration:** “We have critical data stored in Rubrik, off-premises, completely air-gapped from our environment, means we can restore to a different tenancy or a completely different server straight away, without having to stand up any physical infrastructure – our bases are covered.”
- **Peace of mind:** “To be able to say to our CEO that we have that level of protection, that in even the worst-case scenario we can be back-up-and-running within hours, means we can now both sleep a lot better at night.”
- **Taking care of cloud:** “We’re protecting our entire Outlook, Exchange, Teams, and Sharepoint environments along with the core servers that hold our critical data—both corporate drives and medical databases.”
- **Instant install:** “We implemented Rubrik the week before Christmas and it literally took 90 minutes to set up.”



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