rubrik

HEALTHCARE CUSTOMER LOOKBOOK

TRUSTED BY THE WORLD'S LEADING HEALTHCARE ORGANISATIONS

The Francis Crick Institute Uses Rubrik to Manage Sensitive Data Risk and GDPR Compliance

1

National Center For Diabetes, Endocrinology and Genetics Saves Time and Defends Against Ransomware with Rubrik

2

3

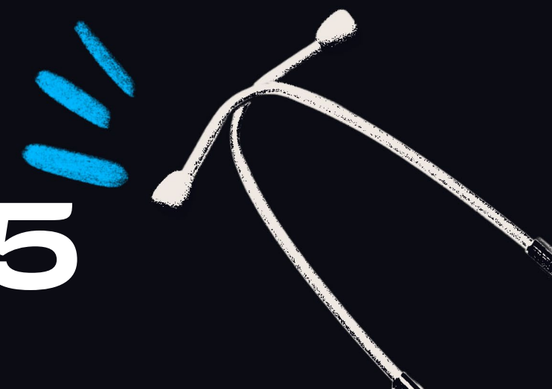
St. Luke's Secures Millions Of Patient Records From Cyber Threats

Fujirebio Diagnostics Cloud Out and Drive Business Outcomes with Rubrik

4

Kern Medical Center Defends Against Ransomware and Migrates to Azure with Rubrik

5



INDUSTRY: MEDICAL RESEARCH CENTRE

THE FRANCIS CRICK INSTITUTE USES RUBRIK TO MANAGE SENSITIVE DATA RISK AND GDPR COMPLIANCE

GDPR was a major driver for Francis Crick Institute to begin their data governance journey. “When GDPR came in, many organisations were not prepared. Our conversations around preparing for GDPR focused on gaining clarity in what sensitive data we have. We conducted an initial assessment at that time, but how do we monitor all the hundreds of servers we are running?” said Hajisavvi. “Anyone can store PII data anywhere, and we can potentially be exposed if access is granted to external parties, such as to personal data or to employee data. We wanted to ensure we are always protected and understand what we have and where at all times.”

Prior to deploying Rubrik, Francis Crick did not have a solution in place to discover and classify what types of PII data it had. “It was a manual approach. It would be very difficult to gather the same information we see today with Rubrik. We had a number of audits over the years and could say where we expected PII data on particular systems, such as HR systems. However, with Rubrik, we can now automate a lot of those processes,” said Butler. “Prior to Rubrik, we would have to wade through lots of documents to find the specific data we wanted. Now, we have both the macro and micro view of our sensitive data and can pinpoint a specific location within a file without wasting time sifting through hundreds of documents.”

THE FRANCIS CRICK INSTITUTE

Francis Crick Institute is a biomedical research centre in London that opened in 2015. The institute is a partnership between six of the world’s leading biomedical research organisations - Cancer Research UK, Imperial College London, King’s College London (KCL), the Medical Research Council, University College London (UCL), and the Wellcome Trust. The institute has over 1,500 scientists and staff to understand why disease develops and to find new ways to diagnose, prevent, and treat a range of illnesses – such as cancer, heart disease, stroke, infections, and neurodegenerative diseases.

Results

- **Significant time savings** for search queries (mins vs. hours to weeks)
- Identified **over 50,000** files with at-risk data
- Minimised exposure risk with identification of unauthorised repositories of financial data

INDUSTRY: HEALTHCARE PROVIDER

NATIONAL CENTER FOR DIABETES, ENDOCRINOLOGY AND GENETICS SAVES TIME AND DEFENDS AGAINST RANSOMWARE WITH RUBRIK

"We could only retain our data for two months with our legacy solution, which was limiting and unacceptable from a data protection standpoint. There were constant issues with lack of storage, which demanded a lot of manual cycles from our team. Backups would fail when storage was full, so these matters had to be resolved quickly. Our small IT team cannot afford to spend extra time on these kinds of tedious tasks," said Bataineh. "Our backup servers were Windows-based standalone machines, which we identified as a weak point that could be prone to ransomware. We wanted to ensure that our data management solution would not be affected by end-user systems susceptible to hackers."

"Rubrik was magical for our team; the platform resolved many of our previous issues," said Bataineh. "In addition to saving our team time and returning productive hours to the organisation, Rubrik has solved our data capacity issues with its robust deduplication. We are now at 55% capacity, which was previously unheard of." NCDEG is protecting its 85% virtualized environment with Rubrik, including virtual machines and physical servers. "Meeting our RTOs was not possible before we started using Rubrik," said Bataineh. "There was always concern that we would not be able to restore systems quickly enough to avoid an impact to our users. Rubrik lets us recover instantly, whereas restores could have taken three hours previously.

The ability to see all of our data in a single pane of glass allows us to make decisions much more easily than navigating our previous solution. We were also thrilled that Rubrik allowed us to support multiple hypervisors, VMware ESXi and Microsoft Hyper-V."

The National Center for Diabetes, Endocrinology and Genetics

The National Center for Diabetes, Endocrinology and Genetics (NCDEG) is an independent non-profit organisation headquartered in Amman, Jordan. The organisation was established in 1996 as a centre affiliated with Jordan's Higher Council for Science and Technology. They are dedicated to providing quality healthcare, education, and training in the fields of diabetes, endocrinology, and genetics. IT is vital to NCDEG's ability to provide the best patient care and services. "As a research hospital, we cannot lose any of our data, as it is crucial to the studies we conduct. Our reputation is also built on our quality of service and would be negatively affected by the loss of our systems or patient data. Our goal is zero downtime to avoid impacting the 1,500 patients we serve daily," said Anas Bataineh, Deputy CIO.

Results

- **90%+** management time savings
- **18 days** of additional productivity back to the business
- **90% faster** restores (from hours to minutes)
- **75% reduction** in data centre footprint
- Defence against ransomware with immutable backups

THE SIMPLEST & STRONGEST BACKUP SOLUTION

Gartner
Peer Insights™

REVIEW

“We are very satisfied and impressed by this solution by Rubrik.”

PROFILE

Industry:
Healthcare & Biotech

Function:
CISO

Location:
France

Deployment Architecture:
Hybrid Cloud and On-premises

EVALUATION & CONTRACTING

Why did you purchase this product or service?

→ Create internal/operational efficiencies

What were the key factors that drove your decision?

→ Strong services expertise

→ Product functionality and performance

→ Breadth of services

→ Product roadmap and future vision

LEARN MORE

INDUSTRY: HEALTHCARE PROVIDER

ST. LUKE'S SECURES MILLIONS OF PATIENT RECORDS FROM CYBER THREATS

"Our systems, particularly Epic, need to be on 24×7×365. In order to ensure our data is available at all times, we decided to migrate Epic from our on-prem data centre to Azure. It's a herculean effort but the reason we were able to take the leap, as one of the very first healthcare institutions to move to the cloud, was thanks to Rubrik," David explained. By leveraging Azure, St. Luke's is able to take advantage of the flexibility and economics of the public cloud by scaling enterprise applications up or down depending on demand.

"Not to mention, Rubrik's integration with Microsoft Sentinel is a game changer for us. Our cybersecurity team uses Sentinel to monitor for threats in our environment. This integration allows them to have a single pane of glass, allowing them to be more proactive," Paul said. "Our patients trust St. Luke's with their healthcare. We want to safeguard their data in every way we can, which is why we use Rubrik to protect us in the midst of prevalent cyber threats."

Since moving away from their legacy vendor to Rubrik, St. Luke's has seen a 75% TCO savings in the span of three years. "Rubrik's enhanced security features, integration with Microsoft and the cloud allow me to confidently tell the board that we have selected a partner that allows us to be resilient while also being a lot more cost-effective, ultimately enabling us to better care for our patients," David concluded.

St Luke's
UNIVERSITY HEALTH NETWORK

St. Luke's University Health Network (St. Luke's) is a non-profit organisation that provides healthcare services for 80,000+ patients and 340,000+ ER visits every year across 14 campuses and 300 outpatient sites. St. Luke's cares for hundreds of thousands of patients every year with 2.5PB of data and millions of patient records they need to secure every day. Part of St. Luke's commitment to providing high-quality care for its patients, is ensuring the cyber resiliency of their operations and the security of patient data. "Healthcare is the number one cyber attack vector in the world. Having partners like Rubrik and Microsoft dedicated to cyber resilience makes it easy to feel safe about our data," stated David Finkelstein, Chief Information Security Officer, St. Luke's.

Results

- **2.5 PB** of data secured and protected
- **Millions of patient records** secured and protected
- **75%** cost savings over three years
- Integration with Microsoft Sentinel & Azure

BACKUP AND RESTORE WITH STUNNING PERFORMANCE

Gartner
Peer Insights™

REVIEW

“Fantastic product, with incredible backup and restore performance, Rubrik pre sales were great and helped us design, build and help us justify to the board a solution for backup and dr.”

EVALUATION & CONTRACTING

Why did you purchase this product or service?

- → Improve compliance & risk management
- → Improve business process agility
- → Improve business process outcomes
- → Drive innovation
- → Create internal/operational efficiencies

What were the key factors that drove your decision?

- → Product functionality and performance
- → Product roadmap and future vision

PROFILE

Industry:
Healthcare & Biotech

Function:
CISO

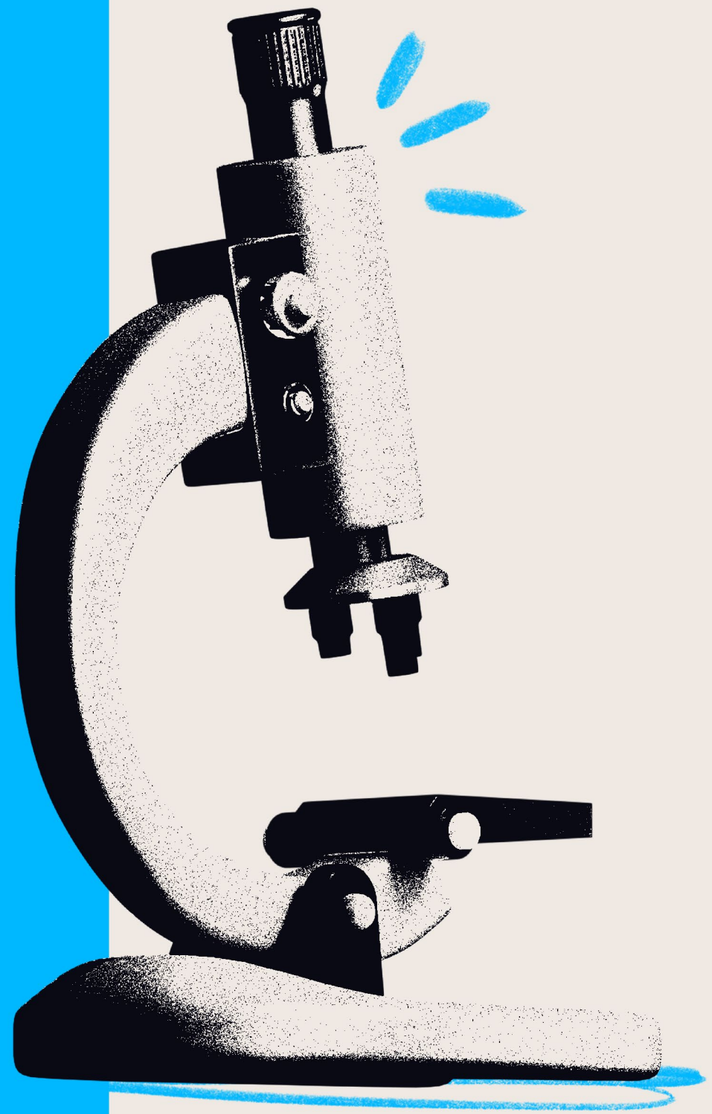
Location:
United Kingdom

Deployment Architecture:
Hybrid Cloud and On-premises

LEARN MORE

INDUSTRY: BIOTECHNOLOGY

FUJIREBIO DIAGNOSTICS CLOUD OUT AND DRIVE BUSINESS OUTCOMES WITH RUBRIK



"Our objective as a department was to replace our previous solution with innovative, modern technology that is easy to use and reliable," said Gable. "It is essential that we have a scalable solution that allows for growth year after year. Rubrik integrates seamlessly with our shift to virtualization and cloud, following the same scale-out philosophy of cloud computing with pay-as-you-go-economics."

"Our previous solution was sporadic and unreliable. Servers would backup one day but not the next. We also had an issue with ageing data, requiring a great deal of manual intervention, said Gable. "The beauty of Rubrik is that it is built for the user instead of technology with just a box bolted on top. Two of the main results we have seen with Rubrik is that the speed of recovery is phenomenal, and we can eliminate tape complexity and costs by instantly archiving all our mission critical production systems to the public cloud. This gives us more resiliency in case of a failure."

"We define our SLAs not on what our IT can do but to better fit our business. We can now look at our business as a whole and set our SLAs by criticality, retention, and backup frequency. Rubrik can accommodate these tighter requirements unlike our previous solution. We went from simple nightly backups to backing up our mission critical data every 2 hours."

FUJIREBIO

Fujirebio Diagnostics, Inc. is the world leader in the production of in vitro diagnostics and biomarkers. It serves physicians, laboratory professionals, and patients through a network of partners and distributors worldwide. Its parent company, Fujirebio, Inc., is a leading healthcare company in Japan with offices in China, Sweden, Belgium, and the United States. Tim Gable, Network Systems Manager, and Shane Hadden, Senior Network Engineer, at Fujirebio Diagnostics are responsible for managing the infrastructure that comprises the data centre at the Malvern & Reading Pennsylvania as well as Seguin TX locations.

Results

- **75% reduction** in TCO
- **Instant recovery** (RTO=minutes vs. days)
- Eliminated tape complexity with public cloud
- Achieving resiliency with CloudOut

GOOD FEEDBACK ON RUBRIK BACKUP INSTALL

Gartner
Peer Insights™

REVIEW

"Appliance Rubrik corresponds in all respects to the problems of current backup and restore. High level of security, easy to use and perfomances."

EVALUATION & CONTRACTING

Why did you purchase this product or service?

- → Improve compliance & risk management
- → Create internal/operational efficiencies

What were the key factors that drove your decision?

- → Strong services expertise
- → Breadth of services
- → Product functionality and performance

PROFILE

Industry:
Healthcare & Biotech

Function:
Admin System BDD

Location:
France

Deployment Architecture:
On-premises

LEARN MORE

INDUSTRY: HEALTHCARE PROVIDER

KERN MEDICAL CENTER DEFENDS AGAINST RANSOMWARE AND MIGRATES TO AZURE WITH RUBRIK

KernMedical

Located in Bakersfield, California, Kern Medical Center is a leading Central Valley healthcare organisation with a modern 222-bed public hospital, a comprehensive offering of primary care and specialty clinics, and a large body of highly skilled doctors, nurses, technicians, and other health-care providers. Kern Medical is the only Level II trauma centre in the area and prides itself on providing unparalleled service to patients.Craig Witmer, CTO, is responsible for modernising the organisation's IT infrastructure to enable better patient care.

"We underwent a complete technological refresh and infrastructure upgrade in anticipation of implementing a new EMR (electronic medical record) system. This will allow our clinicians to access data on-demand from their mobile devices, meaning they can serve patients in a more nimble and efficient manner," said Witmer.

"As a healthcare facility, our systems need to be available at all times," said Witmer. "Extended outages can severely impact our ability to provide care to our patients. Cyber attacks, especially in the form of ransomware, are a big problem for the healthcare industry. Protecting our data in the event of an attack is one of the most important functions of our data management system." We are protecting all of our mission-critical applications with Rubrik, including our EMR system, radiology applications, epilepsy monitoring unit, as well as financial and billing systems.

Prior to Rubrik, the organisation employed a tape-based legacy solution that was fraught with hardware issues and required perpetual babysitting. "As a lean IT team, we needed a platform that was easy to use and required little to no maintenance. Immutability to defend against ransomware was also key as healthcare organisations are popular targets for hackers. We also needed a solution that would allow us to future-proof our infrastructure and Rubrik checked all the boxes," said Witmer.

"Rubrik has worked exactly as advertised; the solution enables us to keep on-premises backups without the overhead and complications of a tape-centric system. Some of our records need to be readily available for 25 years; with Rubrik, we've been able to archive our data to Azure with Rubrik's seamless cloud integration," added Witmer.

Results

- **Near-zero RTOs**
- **90%+** management time savings with Rubrik
- **42 days** of additional productivity back to the orginization
- Seamless archival to Microsoft Azure
- Quick recovery from ransomware attack

THE MOST PERFECT BACKUP SOLUTION

Gartner
Peer Insights™

REVIEW

“This product has supprised me more after we have used it for a while. It becomes more and more like a perfect solution. It’s so well designed from inside out.”

EVALUATION & CONTRACTING

Why did you purchase this product or service?

- → Cost management
- → Create internal/operational efficiencies

What were the key factors that drove your decision?

- → Strong customer focus
- → Product roadmap and future vision
- → Product functionality and performance
- → Overall cost
- → Strong services expertise

PROFILE

Industry:
Healthcare & Biotech

Function:
Special Consultant

Location:
Norway

Deployment Architecture:
Hybrid Cloud & On-premises

LEARN MORE

rubrik