



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



INDUSTRY

Healthcare

RESULTS

- 90%+ management time savings
- 18 days of additional productivity back to the business
- 90%+ faster restores (from hours to minutes)
- Defense against ransomware with immutable backups

THE CHALLENGE

- Complex, outdated and time-consuming data management solution
- Lack of ransomware protection

BUSINESS TRANSFORMATION

NCDEG has significantly increased operational efficiency and gained 18 days of productivity with Rubrik's management simplicity. The organization reduces their chances of downtime with Rubrik's instant recovery, allowing employees to provide outstanding patient care and continue their research without interruption.

The National Center for Diabetes, Endocrinology and Genetics (NCDEG) is an independent non-profit organization headquartered in Amman, Jordan. The organization was established in 1996 as a center 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. "Local hospitals have also experienced data loss from ransomware attacks, so ensuring a strong defense is of paramount importance."

FRUSTRATION WITH ANTIQUATED LEGACY SOLUTION

"We had been using the same legacy data management system for 13 years. It had reached the end of its usefulness for us and was causing issues that included hardware malfunctions and a lack of storage capacity," 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."

"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.

LEVELING UP TO MODERN DATA MANAGEMENT WITH RUBRIK

"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 organization, Rubrik has solved our data capacity issues with its robust deduplication. We are now at 55% capacity, which was previously unheard of."

"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's Live Mount feature 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."

NCDEG is protecting its 85% virtualized environment with Rubrik, including virtual machines and physical servers. Benefits include:

- **90%+ management time savings:** "We used to spend three hours per week managing our backups, which has been reduced to 5 minutes per week with Rubrik. This has returned 18 days of productivity to our team, which allows us more time for strategic initiatives."
- **90%+ faster restores (from hours to minutes):** "Previously, it could take up to three hours to restore. With Rubrik, it only takes minutes. The Live Mount feature also allows us to restore VMs instantly, helping us meet our stringent uptime requirements."
- **Immutability to defend against ransomware:** "Hospitals are a popular target for ransomware attacks; any downtime is detrimental to our patients and reputation. With Rubrik's immutable backups and point-in-time recovery, we feel confident that we can withstand the threat of a ransomware incident."
- **75% reduction in data center footprint:** "We have scaled down our data center footprint from 8U to 2U with Rubrik."
- **World-class support:** "Our experience with Rubrik's support team has been spectacular. They are extremely responsive and quickly resolve any issues we encounter."
- **Plug-and-play:** "We were up and running with Rubrik and protecting most of our VMs within the first day of installation."



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