Commvault®

A MANAGED CARE LEADER

How Cyber Resilience Protects Healthcare for Millions of Americans

A managed care leader trusts Commvault® to help protect its most critical member systems – and sped recovery time when an outage hit.

Commvault®

Industry
Healthcare

Headquarters
Long Beach, CA

In numbers
- Members served:
  5.1 million
- Employees: 16,000

The backup environment
- They protect must-have applications for member services, claims processing, and physician support
- Commvault Cloud covers data in Microsoft Azure and Oracle Cloud with primary and secondary data centers in Azure that are both
- Via an API between Commvault and Pure Storage, the IT team simplifies snapshot management and provisioning

CHALLENGES
- None of the company's previous backup vendors met its full range of needs for cloud readiness and data coverage
- An outage could impact members at medical facilities, labs, or any point where they need authorization
- The company needed a partner aligned with its cyber resilience strategy to help maintain member care, operations, and compliance with HIPAA regulations

SOLUTIONS
- Only Commvault® Cloud checked all the boxes for 100% cloud readiness, support for all types of data and virtual machines (VMs), and the need for a forward-thinking partner
- Commvault Cloud covers the IT team's "crown-jewel applications" for member services, claims processing, and physician support
- Cleanroom Recovery will be an affordable way to test and recover data regularly in a safe and controlled environment

RESULTS
- The company recovered from the CrowdStrike outage in hours, instead of two days – minimizing the impact to members
- They reduced storage costs with efficiencies in Pure Storage and Commvault, connected via an API
- The company's cyber resilience strategy protects them now and into the future
- Commvault helps them meet strict and evolving HIPAA requirements

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Goal #1: Protecting Member Care

For a large managed care company, cybersecurity isn't just about protecting data – it's about reliable care for the five million Americans who depend on it.

That's why preserving uninterrupted member care ranks as the IT team's top priority at the company, which provides health insurance through government programs such as Medicaid and Medicare.

Spurred by high-profile incidents in the healthcare industry, the IT team came together to chart a cyber resilience strategy to protect member care, its operations, and compliance with HIPAA regulations.

"If our systems are down for even a couple of hours, it directly affects our members –whether they're at a hospital, a pharmacy, or a lab. We knew we had to rethink our cyber resilience strategy," said the company's Vice President, Platform Engineering.

Cloud-First Cyber Resilience

Over the years, the IT team tried data backup products from Veritas, Cohesity, and Dell (formerly Data Domain). But no single vendor met all their requirements.

Then, their move to Microsoft Azure inspired the search for a cyber resilience partner with full cloud support. Commvault® Cloud checked all the boxes:

• 100% cloud readiness

• Support for structured and unstructured data

• Scalability for virtual machines (VMs) and cloud environments

• Compliance with HIPAA requirements

• A collaborative, forward-thinking partner

> **From the start, the Commvault team listened and understood our needs. Commvault gives us one cloud-native solution to meet our cyber resilience needs and grows with us.**
>
> **Vice President**
> Platform Engineering

Most critically, they saw Commvault as a table stake in their cyber resilience strategy, preparing the company to recover rapidly in the event of an outage.

Complete Protection with Commvault and Azure

Commvault Cloud covers the IT team's "crown-jewel applications" for member services, claims processing, and physician support.

They protect data in Azure and Oracle Cloud with a primary data center in Azure that is replicated to a secondary disaster recovery site, with both protected with Commvault Cloud.

"We wanted to have a clean and locked-in environment totally outside of the primary data center and DR sites in Azure," said the Vice President.

In another layer of defense, Commvault's Air Gap Protect adds encrypted backup data copies in air-gapped locations that are isolated from tampering or deletion.

Rapid Recovery

When tested, the company's cyber resilience strategy significantly minimized the impact.

In the CrowdStrike software update that caused a widespread IT outage, their systems went down. Working with Commvault support, the IT team made a quick decision.

> **Without Commvault, it could have taken us two days to restore all our systems. Instead, we were back in business in just six hours – minimizing the impact to members and healthcare providers.**
>
> **Vice President**
> Platform Engineering

In business terms, that meant that systems were online for doctors to authorize scans or procedures.

In the future, Commvault's new integration with CrowdStrike will mean layered threat detection and faster data recovery. When CrowdStrike Falcon detects a suspicious event or anomaly on a protected system, administrators can view the alert in Commvault Cloud, run Threat Scan to check for threats, and easily restore affected data to a previous, known-good version.

It's another layer of defense to increase response times and reduce downtime.

Continued Innovation with Cleanroom Recovery

The company finds that Commvault grows with its evolving cyber resilience strategy, from their move to the cloud to storage consolidation to recovery support. After the Vice President and the team mentioned needing a way to continually test recovery readiness, Commvault answered with Commvault® Cloud Cleanroom Recovery.

They are now piloting Cleanroom Recovery as an affordable way to test and recover data regularly in a safe and controlled environment, with the goal of fully rolling it out this year.

"We asked for something like Cleanroom Recovery and Commvault created it," said the Vice President. "That kind of collaboration is why we see this as a long-term partnership."

Reduced Cost with Pure Storage and Commvault

At the same time, the company moved to Pure Storage after recognizing that storage had become their biggest expense – and that costs grew with each new state served and mergers and acquisitions. With Pure Storage, they get 8:1 deduplication and also shortened their retention timeframe from 10 years.

Via an API between Commvault and Pure Storage, the IT team now simplifies snapshot management and provisioning.

"The integration between the Pure Storage and Commvault is a big help for us," said the Vice President. "Commvault automates and streamlines taking snapshot copies."

The company also reduces its storage footprint with Commvault's deep cloning, which rapidly creates space-efficient copies of data for development, testing, or analytics without impacting production environments.

Then, archiving automatically moves less frequently accessed data to cost-effective storage while maintaining accessibility and compliance.

With efficiencies such as these, plus Commvault Cloud's broad capabilities, the company has chosen to sunset all other legacy backup solutions. More importantly, the IT team has built a cyber resilience strategy that protects critical healthcare services that members can access care without disruption.