PHILIPS HEALTHCARE SAVES $35M PER YEAR WITH RESCUE DRIVE TO PROTECT AGAINST RANSOMWARE AND LOST PRODUCTIVITY

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EXECUTIVE SUMMARY

Philips Healthcare delivers innovative solutions for providers, patients, caregivers and consumers. A major part of providing these services relies on successful IT projects and procedures that keep lifesaving equipment and business-critical computers online and safe from ransomware and lost productivity. Philips Healthcare introduced Rescue Drive to their 3,000 field service engineers for protection against disaster recovery and the subsequent frustration and fear that accompanies medical equipment that goes down. The Philips Healthcare and Rescue Drive partnership resulted in:

- **20k** successful computer backups in North America
- Average downtime of weeks to full PC setup reduced to **2 to 3 days**
- **$35M** in revenue saved each year

CHALLENGES

With up to 12 PCs requiring work daily, and up to 20 of those failures resulting in an inability to use them, these processes resulted in $5k-$15k per day worth of revenue lost from healthcare facilities.

Healthcare facilities rely on field service engineers from Philips Medical to keep their MRI, CT and life-saving machines communicating with in-house computer systems. These complicated systems require hundreds of applications, and a variety of software and middleware that maintain communications between the computer and medical equipment. Prior to using Rescue Drive, systems with data on a single drive that went down required several days of downloading and updating applications, along with the basic requirements of setting up new drives and operating systems.

When a PC completely crashed, Dave Hey and his team of field service engineers could have the computer itself replaced in a day. However, the computer would not be up and running for at least a week. The system would also require up to two weeks for full reconfiguration to the company's needs and the reimplementation of security certificates. With up to 12 PCs requiring work daily, and up to 20 of those failures resulting in an inability to use them, these processes resulted in $5k-$15k per day worth of revenue lost from healthcare facilities.

The employee experience implications for this downtime resulted in feelings that ranged from frustration at being unable to use their systems to fear and dread that lives could be at stake when medical equipment remains broken. With 15 years of experience in Disaster Recovery, Philips Healthcare has tried a variety of different approaches to mitigate these feelings and get complicated systems back online quickly. While today's hard drives result in fewer instances of failure, spyware, ransomware and failed Windows updates require disaster recovery efforts, even if the PC itself doesn't fail. These issues still result in considerable downtime, or make certain applications unusable.

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In the 15 years prior to using Rescue Drive, Philips Healthcare field engineers tried a variety of products and programs to help get medical facility PCs back up and running.

- **Kronos and Ghost** (General Hardware-Oriented System Transfer) - Worked well before the switch to encrypted drives
- **Encryption** - Encrypted drives provided more security, but few backup solutions supported backing up PCs with 3rd Party encryption like McAfee.
- **M.2 Hard Drives** - Smaller form-factor SSDs that are usually faster than their larger counterparts. These drives were non-replaceable, however.
- **OneDrive** - Cloud solution that backs up documents, but not the entire system

While these options provided methods for assisting clients and keeping medical equipment working, each one resulted in considerable downtime.

HOW RESCUE DRIVE CHANGED PHILIPS HEALTHCARE PROTECTION AGAINST LOST PRODUCTIVITY AND RANSOMWARE

> The company successfully restored 20K computers in North America, which resulted in $35M in saved revenue each year.

Today, 3,000 Philips Healthcare engineers trust Rescue Drive. Their users create regular, weekly backups so their information is always available. If that system fails, users simply plug in and boot the external USB backup drive that allows them to continue working. Rescue Drive gives them the option of restoring to a new internal drive, or restoring to a new PC. Since the backup drive is portable, engineers can boot and run their operating environment on a different PC. If the backup device is ever lost or stolen, the contents cannot be seen as the drive is protected with BitLocker encryption.

Philips engineers also benefit from Rescue Drive's new Data Vault technology. A Data Vault partitions the drive into two separate sections, one for system backup, and one for data. In addition to creating a bootable backup of the system, users can also store data in the Data Vault that only exists on the backup drive. When a new full-system backup is performed, the documents and data in the Data Vault are left intact.

With Rescue Drive, Philips Healthcare lessened the downtime of critical computers from weeks to only a few days, easing the burden on healthcare providers, caregivers and patients. The company successfully restored 20K computers in North America, which resulted in $35M in saved revenue each year. **If you're ready to keep your computer systems up and running with considerably less downtime if one PC fails, find out just how Rescue Drive can help your business today.**