



CASE STUDY

HOSTEDBIZZ AND ZYCOM PROVIDE RELIABLE DATA PROTECTION AND RECOVERY



When The Eastern Ontario Health Unit experienced an operation halting Ryuk ransomware attack, HostedBizz and Zycom quickly deployed Veeam Backup and Replication to restore access to their sensitive healthcare data.

“Ransomware infected and encrypted our entire on-prem IT infrastructure, including backups. HostedBizz performed DRaaS using Veeam replicas, and our critical systems were up and running in under two hours.

The fact that this solution is a Canadian solution is noteworthy. This enables us to comply with federal and provincial data protection statutes like PIPEDA and PHIPA.”

Joanne Porporo, Manager of IT and Physical Resources, Eastern Ontario Health Unit



Eastern Ontario Health Unit’s Important Role in Canadian Healthcare

The Eastern Ontario Health Unit (EOHU) promotes and protects the health and wellness of more than 200,000 Canadians in 15 municipalities across 5,000 square kilometers. Founded in 1935, the organization employs approximately 250 people in six locations. EOHU’s achievements are driven by a compassionate team of employees focused on improving and safeguarding the health and quality of life for the region’s residents.

EOHU provides a diverse set of services, including prenatal classes, immunization clinics, smoking cessation courses and various health inspections in places such as restaurants, cafeterias, nurseries and long-term care homes. EOHU also offers a vast online library of videos and public service announcements covering dozens of topics. It’s one of the only public health agencies in North America with in-house broadcast and multimedia production facilities.

Slow backups stalling Disaster Recovery efforts

Various key IT systems support EOHU’s services. OnBase manages client documents, Hedgehog compiles food-safety inspection reports and Vzaar supports video production. Protecting these systems is critical to residents’ health and wellness, and keeping residents’ information private is paramount to maintaining compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act (PHIPA). EOHU was struggling with slow backups during routine disaster recovery (DR) testing. The IT team contacted Zycom, its trusted technology consultant, who is partnered with HostedBizz, to provide Veeam Disaster Recovery as a Service (DRaaS) solutions. After a thorough assessment, Veeam Backup & Replication was deployed, significantly reducing backup times.



Solutions

- Veeam Backup & Replication
- HostedBizz BaaS and DRaaS

About HostedBizz

HostedBizz is Canada's fastest growing, premier cloud Infrastructure as a Service (IaaS) provider.

The HostedBizz cloud provides an integrated suite of IT infrastructure services including cloud servers, backup, disaster recovery, security, file sharing, remote desktop services, and private network access.

HostedBizz is committed to investing in and providing the latest cloud based technologies to Canadian businesses. We make it easier for organizations to access enterprise grade IT services.

HostedBizz works closely with its network of MSP partners to provide cloud-based data protection and security offerings.

Ryuk Ransomware Attack Paralyzes EOHU's Operations

Less than one year after switching to Veeam for backups, EOHU's IT infrastructure was attacked by Ryuk, a ransomware virus that infiltrates systems and encrypts stored data, making it unusable.

HostedBizz and Zycom worked together to sidestep the ransomware attack, and EOHU resumed critical operations within two hours. How? EOHU backs up 10 TB across 25 virtual machines on-premises, as well as to HostedBizz's private cloud. HostedBizz then replicates backups in its cloud, enabling the recovery of the data. EOHU was able to provide public health services without interruption. IT operations continued in HostedBizz's Cloud for 30 days while their IT team determined how to best rebuild the on-prem environment.

"We needed to make sure the virus had been completely eradicated before bringing our servers back on-premises, and we needed to test the network reconfiguration HostedBizz had helped us build for added security," Nick Chartrand, Director of IT noted. "We replicated our servers back to our site in less than an hour, and we've been going strong ever since."

Zycom's DRaaS services are backed by HostedBizz data centers that are 100% Canadian-owned and operated. The data centers reside in Canada only, which guarantees geographic redundancy and data sovereignty.

The results

Restored critical operations within two hours of a ransomware attack

Cybercrime is a serious concern among healthcare organizations, so EOHU adopted a stronger DR strategy enabling the IT team to recover data faster and easier.

Strengthened disaster preparedness and reduced backup costs by 35%

"Our goal was to flip a switch and be up and running," Chartrand said. "Veeam and HostedBizz make that possible."

Ensured data sovereignty and supports PIPEDA and PHIPA compliance

EOHU's data stays in Canada with Veeam and HostedBizz, guaranteeing georedundancy and regulatory compliance.