



# Chapters Health System Chooses Rubrik to Combat Ransomware and Manage Nutanix AHV Environment



## CHAPTERS HEALTH® SYSTEM

### RESULTS

- Avoid data loss from Ransomware
- Significant TCO savings from hardware footprint consolidation
- Support for Nutanix AHV
- Near-zero RTOs and 15-minute RPOs
- Reduced daily backup management from hours to minutes

### THE CHALLENGE

- Strong threat of Ransomware
- Cost-prohibitive to implement Nutanix AHV with legacy backup vendor
- Poor RTO and RPO times
- Constant maintenance and lengthy management cycles due to agents

### THE SOLUTION

- Built-in immutable snapshots for point-in-time recovery
- Multi-hypervisor support via a single license and single pane of glass
- Global, predictive search and instant restores
- Automated, reliable backups

Serving the West Central Florida community for more than 30 years, Chapters Health System is a principal provider of care for persons affected by advanced and life-limiting illnesses. As one of the country's first post-acute care systems, Chapters Health is a progressive leader in the delivery of hospice, palliative care and home health services. Each year, Chapters Health delivers hundreds of thousands of healthcare services across eight counties through its inpatient and outpatient locations.

Chris Williams, Director of IT Operations, oversees management of all IT services across all Chapters Health locations. Tasked with ensuring that information is both easily accessible and protected, Williams and his team were keen to address the growing threat of a Ransomware as part of Chapters Health's digital transformation initiatives.

"Ransomware is a huge issue for the healthcare industry," Williams said. "We knew that we're a likely target for a Ransomware attack, so we were looking for tools to help protect us."

### CHAPTERS HEALTH FIGHTS RANSOMWARE WITH RUBRIK

While exploring Rubrik to improve its backup and recovery, Chapters Health was intrigued to learn of Rubrik's ability to protect against Ransomware via its immutable snapshots.

"We were introduced to Rubrik as a solution for our backup and recovery issues, but when we saw that it would help with Ransomware as well, we got excited," Williams said. "Rubrik gave us the ability to instantly recover from Ransomware without having to worry about losing any of our data. We were thinking of Ransomware protection separately from our backup and recovery issues, but Rubrik allowed us to solve both in one fell swoop."

### RUBRIK EMPOWERS CHAPTERS HEALTH'S MULTI-HYPERVISOR STRATEGY WITH SUPPORT FOR NUTANIX AHV

In evaluating Rubrik, it was important that the solution fit into Chapters Health's broader digital transformation strategy. With its previous vendor, supporting multiple hypervisors would have required Chapters Health to make a substantial hardware investment and pay additional licensing fees for backup. With Rubrik's hypervisor-agnostic platform, however, Chapters Health implemented Nutanix AHV alongside VMware vSphere without incurring additional cost. "Rubrik drives a lot of cost savings for us as we can utilize different clouds or hypervisors without needing to purchase new licenses or dedicated hardware for backup, since Rubrik's single license covers them all," said Mike Parkin, Director of IT Security at Chapters Health.

To facilitate management simplicity across Nutanix AHV and VMware vSphere, Rubrik enables Chapters Health to use a single solution interface to manage backups across its entire environment. "It's incredibly easy to use. Instead of having separate systems for each hypervisor, we have a single pane of glass to view everything," Parkin added.

## RUBRIK SOLVES PERFORMANCE AND MANAGEMENT ISSUES CAUSED BY CHAPTERS HEALTH'S LEGACY BACKUP SOLUTION

At the core of Chapter Health's decision to purchase Rubrik was the occurrence of numerous performance-related headaches caused by its legacy backup solution. Forced to deal with frequent backup failures and painfully slow restores, the Chapters Health team saw RTO and RPO performance degrade over time. "Backups were regularly failing and it would often take eight hours or longer to complete a restore," said Parkin.

After seeing Rubrik's automated backups and instant restore capabilities, it became clear that it was time to make a change. "With Rubrik, we're now backing up every 15 minutes automatically, and it takes about 30 seconds to complete a restore," Parkin said.

Equally challenging, Chapters Health's legacy solution necessitated near-constant monitoring and frequent manual maintenance due to its use of agents. "In the past, we had to call our previous vendor to check if the backup was successful, whereas with Rubrik we know it's completed from Rubrik's reporting on its user interface," Williams said. "Maintenance was even more of a pain. Every time new software was released we would have issues with the agents or with our logs not being truncated. Rubrik integrates directly into VMware vSphere and Nutanix AHV, so we don't have any agent management overhead."

Other benefits include:

### Cost Savings from Data Center Footprint Reduction:

"Rubrik would more than pay for itself strictly on how much we were able to cut down our hardware footprint. Combine that with the fact that we don't have to pay for more licenses to use Nutanix AHV and it's very significant."  
- Chris Williams

**Google Like Search:** "Being able to search and restore a file or whole VM is particularly helpful. Our users often forget where they saved a file or what they named it, so being able to quickly type it in and then restore it saves us a lot of time." - Chris Williams

**Support for All Major Hypervisors:** "Rubrik supports Nutanix, VMware and Microsoft, so we can use whichever is

most cost-effective or delivers the best performance. It keeps us from being beholden to one vendor, which we appreciate." - Mike Parkin

**Built for Hybrid Environments:** "We're planning to start archiving to the cloud, and we know that Rubrik sets us up well to execute on that regardless of the cloud platform."  
- Chris Williams

**API-first Architecture:** "Rubrik is incredibly flexible and is constantly rolling out new integrations and features. Each release gives us something new that we can use to be more efficient or execute more effectively." - Chris Williams

**Easy to Deploy and Easy to Use Platform:** "We were up and running within 60 minutes of the appliance arriving. We try to do everything we possibly can utilizing Rubrik because it's so easy to use." - Mike Parkin



"Rubrik protects us from Ransomware and took our RTOs from hours to seconds."

-Chris Williams, Director of IT Operations



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Rubrik delivers instant application availability to hybrid cloud enterprises for recovery, search, cloud, and development. By using the market-leading Cloud Data Management platform to provide instant access with self-service, customers mobilize applications, automate protection policies, recover from Ransomware, search and analyze application data at scale on one platform. From days to seconds.

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