

# CUSTOMER STORY

“The VMware protection solution Vinchin provides simply works. By using its powerful data backup, file and virtual machine recovery features, not only did the administration efficiency of our team improve multiple times, but the whole hospital also get to provide continuous service for the patients.”

Mrs. Netsai Luangurai  
Samutprakarn Hospital



Health Care  
VMware vSphere

## Business Challenge

Samutprakarn Hospital was originally a health station with a municipal doctor under the Samut Prakan Municipality. After over 70 years of development, it has been paid huge attention for construction of equipment buildings and staff manpower by the government, and with specialist doctors in various fields according to the standard set by the Ministry allocated in the hospital, its overall capacity hugely increases.

With the goal to provide the most in-time patient care, supports from modernized IT infrastructure is important for the hospital. “We primarily have VMware hosts to save critical data and applications that are frequently accessed every day, including things for patient check-in, examination and treatment. So, we must keep all data highly recoverable and get prepared for any emergency, ensuring our patients can get the best treatment at the best timing.” Says Mrs. Luangurai, “Any extent of data loss is unaffordable, and in order to be a go-to hospital for patients around the area, service continuity should be guaranteed even in a worst-case scenario.”

Although the hospital relies heavily on backups during daily operation, the previous backup solution they used failed to meet their requirement in a satisfying way. When a backup job fails, it will not send alert in time. In addition, VM recovery usually takes relatively a long time to process. To improve the overall data protection efficiency, IT team of the hospital then reached out to find a new solution with reliable VM backup and swift data recovery.

## Vinchin Solution

Samutprakarn Hospital chose Vinchin Backup & Recovery at the end due to its high VMware backup and recovery performance. Vinchin Backup & Recovery provides incremental backup with in-time job status notification to profoundly improves the management efficiency for the IT team, and granular restore and instant restore to fully meet the SLAs of the hospital.

With incremental backup consistently running in the hospital’s data center supported by Vinchin Backup & Recovery, the IT team now feel much relieved without worrying about unexpected job fails. “The incremental backup speed is absolutely fast and reliable that rarely encounters any error. Even if it does, Vinchin backup system will let us know at the first time by sending the alert E-mail. And with the strong support from their technical team, issues can be quickly fixed.” Says Mrs. Luangurai.

Vinchin Backup & Recovery also provides granular restore feature for Samutprakarn hospital to get a single lost or damaged file back effortlessly. By selecting the target file or folder from the restore point, file-level recovery can be done immediately. “Vinchin helps us get rid of the cumbersome full VM recovery under circumstances when a small size of files is all we need.” Says Mrs. Luangurai.

As for the goal to guarantee service continuity, Samutprakarn Hospital now can achieve easily by taking advantages of the instant restore feature Vinchin Backup & Recovery offers. “Instant restore really works. With the compressed and deduplicated VMware backups, entire virtual machine can be restored in seconds if it breaks down, high service level of our hospital has been guaranteed.” Says Mrs. Luangurai.

## >>>> Result

With Vinchin Backup & Recovery installed in the data center, the IT team of Samutprakarn Hospital can spend less time checking VMware backup jobs to ensure if all critical data has been successfully backed up and highly available. Whether it’s the efficient file or virtual machine recovery that’s needed, the hospital now can be able to achieve both simply by utilizing the granular restore and instant restore features Vinchin Backup & Recovery offers. “The VMware backup and restore solution Vinchin provides is really time-saving and reliable. Not only did the administration efficiency of our team improve multiple times, but the whole hospital also get to provide continuous service for the patients.” Says Mrs. Luangurai.

Question? Need support?

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