

CUSTOMER STORY



กรมสนับสนุนบริการสุขภาพ
Department of Health Service Support

Government
VMware

“Vinchin Backup & Recovery is a solid and straightforward VMware backup solution in terms of task configurations. Data reduction helps out so much that we don’t need to bother anymore. And when it comes to data protection and technical support, the solution is top-notch. We can encrypt data transit paths and save them in Vinchin server to fend off cyber attacks. Sales support is prompt. All in all, it is a great choice for VMware users.”

Apinun Ninnchai
IT Department Manager
Department of Health Service Support

Business Challenge

Department of Health Service Support, one of 10 agencies under the Ministry of Public Health (Thailand) established in 1942 by King Rama VIII, is a Thai governmental body responsible for providing comprehensive medical care services. It is divided into 4 parts: Wellness Hub, Medical Service Hub, Academic Hub, and Product Hub.

To deal with data in bulk from all kinds of hubs, services, and technical systems, the Department of Health Service Support virtualized them on VMware for the protection of key data. The department has 1 DC and 13 remote sites with VMware hosts, which leads to the bandwidth conflict between local and remote sites, as well as management issues. “We tried to use the same backup solution for all branches but the management didn’t work out so well. And the backup was killing us, it’s like we had to babysit it,” said Apinun Ninnchai, IT Department Manager of the agency.

He added, “our storage is always running out so fast that we have to add memory before backup, otherwise the task will fail for lacking space.”

Data security is one of the most popular topics in the IT industry. Backups are the bottom lines and vulnerabilities of it at the same time. Therefore, backups cannot be exposed to any potential attacks or the recovery is just empty talk. Apinun said that the solution must be equipped with the feature, “We dared not even think what would happen if our backups are gone too if there’s data exfiltration.”

Vinchin Solution

“Vinchin Backup & Recovery allows us to monitor all backup or recovery tasks in one UI for centralized management, and better, it includes all VMware backups at remote sites. So, we can back up all our VMs with one single management console,” said Apinun.

To solve the bandwidth conflict between local and remote sites, the department deploys one Vinchin Backup & Recovery backup server at DC and installs 13 backup nodes at offsite sites. Thanks to the multi-branch data backup of the solution, the agency could seamlessly inter-transfer backups between different nodes, which effectively handles the backup strain in different branches.

Meanwhile, the department also enables SAN transmission that takes up no bandwidth resource and CBT-assisted forever incremental backup built on a full backup to back up changed data. They also leave data deduplication and data compression open to reduce backup data for more storage room. Apinun mentioned “this strategy is remarkably efficient”, he continued, “We can leave it alone because we also regulate backup schedule and job alert scenarios. The solution runs without my babysitting.”

Data protection is the top priority. Vinchin Backup & Recovery has two methods, Vinchin Encrypted Backups technique, and Backup Storage Protection. The former encrypts the data transmission path with a bank-level algorithm to reject unauthorized data access, even though hackers hijack the data, they cannot view the contents. A password is needed for recovery operations. While the latter secures data saved in Vinchin server that detects and denies potential threat actors. “Ransomware attacks are everywhere, leaving us no choice but to fortify at the source,” said Apinun.

>>>> Result

Vinchin Backup & Recovery boots backup speed for the health service agency with CBT-enabled incremental backup and bandwidth-free SAN transport. More backup space is made available for freshly written data by reducing data size. The department now manages tasks in a single interface to save its management workloads. In order to secure data during and after transport, they also enable data encryption and backup storage protection. “Everything is perfect with the solution. We have a quick and easy backup now across sites and monitor jobs in a clean UI. Best of all, our data is kept safely in the server,” Apinun concluded.

Question? Need support?
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