vinchin

CUSTOMER STORY



"The centralized management interface is practical and intuitive, making it easier for our team to manage backups across our VMware and Citrix environments. Overall, Vinchin has simplified our backup management and offered better value for money than the other solutions we evaluated."

Ayrton Gomes,
IT Manager
Clínica IMEB

Healthcare
VMware and Citrix XenServer

Brazil

Business Challenge

As a diagnostic imaging provider, Clínica IMEB relies on its virtualized infrastructure to support the availability of clinical systems and imaging-related data. Data protection and service continuity are important operational requirements, including the need to consider applicable Brazilian data-protection obligations.

Separate backup tools across VMware and Citrix XenServer

Before adopting Vinchin, Clínica IMEB used another backup tool to back up its VMware environment and manual scripts for Citrix XenServer. Managing backups through different tools and processes made oversight and recovery workflows less centralized, requiring additional effort from the IT team.

Backup management was distributed across separate processes

VMware and Citrix XenServer backups were managed using different tools and process. This made it harder to oversee backup operations consistently and required the IT team to follow up on each environment separately.

No offsite copy for disaster recovery

The existing backup setup kept all backup data at the primary site, so a fire, flood or site-wide outage would take out production and backups together, leaving no way to restore clinic systems elsewhere.

Backup operations required manual follow-up

Backup operations involved separate processes across the VMware and Citrix XenServer environments. The daily backup window could extend to around 8 hours, overlapping with production workloads, and failed or incomplete jobs required manual follow-up from the IT team.

Vinchin Solution

To address these challenges, Clínica IMEB deployed Vinchin Backup & Recovery to protect its VMware and Citrix XenServer environments, comprising a total of 5 hosts with 10 physical CPUs. With remote assistance from the Vinchin technical support team, installation and policy configuration were completed in 4 days.

The design answers both of the clinic's questions: how to keep the backup system itself highly available, and how to recover when the whole primary site is lost.

High availability: a master server and one or more slave nodes form an HA cluster behind a single virtual IP. If the active node fails, the remaining nodes elect a new primary automatically and administrators keep using the same address.

Offsite disaster recovery: a second Vinchin server at the remote site holds replicated copies of the backups, so VMs can be restored there without first rebuilding a backup server.

Product capabilities such as incremental backup, deduplication and compression kept storage growth under control.

Result

Upgraded to a centralized high-availability backup platform across VMware and Citrix XenServer, achieving 100% offsite replication coverage for critical VMs, reducing disaster recovery time from 4 hours to 30 minutes and daily backup windows from 8 hours to 3 hours, while improving backup reliability and saving approximately 20 hours of IT administration time per month.

Question? Need support?
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