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CUSTOMER STORY

> "During our smart hospital initiative, we experienced rapid growth in operational data, which posed significant challenges to our legacy backup and recovery systems. By implementing Vinchin's solution, its agentless backup and minute-level recovery capabilities have provided us with highly efficient and reliable data protection. This has thoroughly addressed our concerns regarding business continuity and data security, for which we offer our highest praise."

Mr. Zhu
IT Manager
Xinjiang Uygur Autonomous Region Third People's Hospital

Healthcare
VMware

Business Challenge

Xinjiang Uygur Autonomous Region Third People's Hospital is a Grade-A tertiary general hospital integrating medical services, education, research, emergency care, preventive health, and health management. As a key regional medical center serving all ethnic groups in Xinjiang, it undertakes essential public health functions.

With the continuous advancement of smart hospital construction and the ongoing expansion of medical services, hospitals are delivering comprehensive healthcare services through core information systems such as HIS, PACS, and EMR, resulting in explosive growth in operational data volumes. To meet the stringent requirements of national healthcare informatization, traditional IT architectures face significant bottlenecks in achieving efficient data backup, rapid service recovery, and reliable disaster recovery assurance. There is an urgent need to establish a new generation of intelligent disaster recovery systems.

The continuity and stability of medical services are directly tied to diagnostic quality and patient safety. Interruptions in information systems or loss of data can disrupt clinical workflows and even impact medical service order. Therefore, building a disaster recovery and backup system with high availability and rapid disaster recovery capabilities, ensuring 24/7 uninterrupted operation of critical business systems, has become a fundamental infrastructure requirement for the hospital's high-quality development and modernized management.

Vinchin Solution

To address increasingly complex healthcare information system protection requirements, the hospital has implemented Vinchin's virtualization backup and disaster recovery solution. This solution employs an innovative agentless backup architecture to provide comprehensive protection for all critical business virtual machines directly at the virtualization platform layer. Eliminating the need to install agents within individual virtual machines significantly reduces system resource consumption and operational complexity.

The solution offers three backup strategies—full, incremental, and differential—enabling flexible protection planning based on business peaks and data criticality. This ensures core medical data integrity while substantially improving storage resource utilization. Its unique "Instant Recovery" feature restores operational virtual machines within minutes after system failures, minimizing downtime and effectively safeguarding the continuity and stability of critical medical services like outpatient and emergency care.

Mr. Zhu commented: "Vinchin enabled us to achieve more reliable protection through a simpler architecture. The agentless approach eliminates resource consumption and compatibility issues caused by agents on business virtual machines, allowing us to focus resources on healthcare service innovation. Especially during unexpected outages, the Instant Recovery feature swiftly restores operations, effectively safeguarding patient care experiences and hospital workflow."

>>>> Result

Through the deployment of Vinchin's backup and recovery system, the hospital has successfully achieved comprehensive protection of its core medical business data along with uninterrupted system stability. Over several months of operational use, the solution has ensured continuous business availability, completely avoiding any IT-related service disruptions or patient complaints. The IT department spoke highly of its performance, with Mr. Zhou noting, "Vinchin has provided exceptionally stable and reliable support, playing a vital role in enhancing both our service quality and patient satisfaction."

Question? Need support?
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