

Inside Perspective

Helping you unleash the full power of MEDITECH

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JSite Disaster Recovery goes live – JJWild debuts its managed services business

Jim Fitzgerald, Chief Technology Officer

I do my best in this column not to ooze and gush like some sycophantic spirit recently escaped from the marketing dungeon, but I can't help but be excited by the first of our planned line of managed services offerings, our JSite Fully Managed Disaster Recovery Services for MEDITECH. JSite had its "go-live" in August of 2005, with a successful recovery test for our first customer, Habersham County Medical Center. Our current clients are MEDITECH customers using the MAGIC operating system, and we will shortly be entering beta test with our first Client/Server customers.

For many years, clients have approached me at MIX and MUSE to ask when JJWild might consider offering a solution for those who didn't have the capital, the personnel, or the management cycles to establish their own self-hosted disaster recovery facility. As the chorus of inputs reached a crescendo in the last two years, we moved to make your ideas and ours a reality. We hired a product manager, Sara Schaeffner, to champion our disaster recovery and managed services offering, and then we made a point of asking you what you wanted. Between Sara and me, we talked to around 65 MEDITECH clients. Here is what we learned:

- 1. Our facility needs to be at least as good, if not better, than your own facility.* Many of you pointed out that if you were going to trust us to be your Recovery Data Center, you would want to feel comfortable that we had the latest MEDITECH-certified technology infrastructure, in an environment that assured fast recovery and ongoing operational viability in the case of an extended downtime. To meet this requirement, we have procured new servers and storage that represent best-in-class MEDITECH operating characteristics, and have committed to an aggressive 3-year technology refresh cycle. We pre-built this equipment to the same specifications we use when implementing a customers data center technology and housed it in the best high availability network and data center environment we could find in Eastern Massachusetts. JSite is data center *nirvana*: redundant power, redundant cooling, redundant networking, state-of-the-art management tools and rock-solid security. If you ever find yourself managing your data here, it may not want to leave.
- 2. You preferred that the physical facility be near JJWild Corporate and MEDITECH.* When faced with the question of where, most of you pointed out to us that the best thing we could do is build JSite in JJWild-owned or leased property and manage it with JJWild employees, even if it meant some additional geographic separation between us and your facility. You told us that it would create great confidence in your organization that you could make a quick and efficient recovery of IT operations by leveraging the MEDITECH, IT and operational expertise of JJWild. We listened. JSite was engineered and implemented by our Technology Services Group, is managed by JJWild employees, is located 10 miles from our corporate offices, 10 miles from MEDITECH Canton, and 12 miles from MEDITECH Framingham.
- 3. Three to Five days of downtime prior to recovery is unacceptable.* Some of you shared horror stories of existing Disaster Recovery contracts that put the burden on you to build servers from a shared pool of hardware that may or may not meet MEDITECH specifications. Common practice in the industry unfortunately puts the burden on the customer to assemble hardware, load operating systems, and run applications at the recovery site. At JSite, which provides a fully-managed recovery service, all we need is your data, which you may vault with us physically, deliver when needed, or soon, vault with us electronically. We take everything from there. We feel confident that we can consistently deliver restoration in under 4 hours, rather than the 4 days stereotypical of other providers in the industry.
- 4. You told us JSite has to work reliably in periodic testing, and you would rather keep your own staff home to help with recovery.* Only one client of "the other leading brand" of disaster recovery hosting could cite a successful test, and that was after three full days of hard work by their own staff at the recovery

center. IT Managers pointed out to us that they were perennially understaffed and that during an emergency was the *worst time* they could think of to send their seasoned staff members to a remote location.

5. *It has to be fairly priced against comparable solutions.* This presented a difficult conundrum, because the very nature of the high-availability data center and systems design for JSite, along with the full-time commitment of JSite's capital assets exclusively to Healthcare Disaster Recovery, and a live, high-bandwidth access strategy create an unusual cost model in Healthcare Operational Continuity. From what has been shared with us by customers, we know that "comparable" solutions are not comparable at all. JSite includes carefully pre-configured data networking designed to allow VPN tunnel access from a surviving hospital network, or on-demand remote access via clientless VPN connections. These connections are always ready in the event of disaster and are verified in advance of your scheduled testing. JSite's systems are new, dedicated, and pre-configured. They are ready to be loaded the moment you declare a disaster. Expected RTOs are 4 hours (or less) from tape availability. JSite is staffed by acknowledged experts in MEDITECH and technology, who take the responsibility to fully manage your recovery operations, so you are free to manage local issues. I am pleased to share that JSite services have been reported to us by our early customers to be 40-60% less expensive than the so-called "household name" in Disaster Recovery – one whose typical RTO is 3-5 days, and which does *not* include data networking or MEDITECH operations. Other providers have been mentioned to us as offering an inexpensive service, but a deep look at their actual operating model may prove worthwhile. One recent JSite customer reported that one of the facilities he visited featured used, offline MAGIC systems lined up in a *garage*. While these facilities may satisfy those clients who are only interested in putting a check mark on their HIPAA data protection list, most of our clients have pointed out to us that even a small fee is too much to pay if the recovery strategy doesn't work, can't grow with their environment, or unnecessarily occupies IT staff time at the recovery facility in the event of a real disaster.

6. *My disaster recovery site someday has to get me to less than 4 hours of downtime (Recovery Time Objective, or RTO) and data loss (Recovery Point Objective, or RPO) because online IT-dependent clinicals are rolling out quickly.* JSite is already positioned to consistently provide these aggressive recovery times once the data is available for loading. By winter of 2006, we expect to announce capabilities to support *Remote IDR* (Integrated Disaster Recovery) in partnership with BridgeHead Software and remote asynchronous SAN mirroring for those customers who want to drive their Recovery Point Objective down to a 1-4 hour window, and Recovery Time Objective to 1 hour or less.

7. *JJWild should help me fix my primary data center while they operate my Recovery Data Center.* JSite includes *everything* you need for a successful IT recovery, including expedited on-site Disaster Recovery Support Services at your facility from our team of MEDITECH and technology experts.

We are excited about helping our customers with this mission-critical and relevant service. In the near future, we will be adding additional enhancements to JSite to support enterprise-level compliance archiving (MEDITECH, PACS, and E-Mail) as well as live IDR and SAN Mirroring. We welcome your questions and comments.

Jim Fitzgerald, our CTO is somewhere in North America sharing his passions about Healthcare Computing, Music, and Science Fiction. If you see him, say "hi" from his editors and tell him we're keeping a spot warm for him down here. Jim is always interested in your feedback and questions. Please e-mail him at editor@jjwild.com.