

Inside Perspective

Helping you unleash the full power of MEDITECH

JJWild

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JSite Disaster Recovery Service Testing Stories

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Since going live in August of 2005 with a successful recovery test for our first MAGIC customer, JJWild's JSite—Fully Managed Disaster Recovery Services for MEDITECH—has added services, and has met or exceeded our customers' disaster recovery requirements. We've also grown significantly.

In August of 2006, the JSite team successfully completed a recovery test with our first Client/Server customer, Georgetown Hospital System, in Georgetown South Carolina. Gary Praznik, CIO, was pleased with the results:

"JJWild has been a key IT business partner since 2001 and has a solid understanding of the MEDITECH Client/Server architecture. JSite product testing has proven to be a key disaster recovery service in delivering near-continuous MEDITECH access to our end user population. This JSite service is directly aligned with our hospital system's mission and values in delivering 'Quality and Safe' patient care."

The detailed documentation and planning assistance JJWild provides to our customers has helped to differentiate the JSite disaster recovery offering. As part of our JSite service, we provide test schedules, project plans, test scenarios and documented processes for an actual disaster recovery. These documents can become a critical component of our customers' disaster recovery planning. Robert Todd, Director of IT at Mount Auburn Hospital - CareGroup, Inc. in Cambridge, Massachusetts explains, "The documentation provided is critical to an executable Disaster Recovery plan. The managing of the test and schedule were outstanding."

Since JSite is a fully-managed disaster recovery service, not only do we do all the planning, scheduling, and documenting for customer testing; we also do all of the hands-on data recovery at our JSite facility. And because JJWild takes responsibility for restoring system functionality and making MEDITECH available to users, no travel is required on the part of the hospital staff. (Of course, this is also true in the event of a real disaster.)

Once we recover the data and provide network access, our customers can get to their MEDITECH applications and conduct other testing without interrupting their production processes or overburdening staff. Linda Darnell, Director of IS at The King's Daughters' Hospital in Madison, Indiana, found that, "it was the most seamless, organized, painless process I have been through," and added, "I wish all my projects worked so well!"

The JSite test process has also helped our customers uncover issues within their environments that might have kept them from recovering in the event of a real disaster. As most of our customers have never needed to complete a full recovery of their data until their JSite testing, and many set up their backup solutions years ago, we have been able to identify and resolve backup scheduling inconsistencies, hardware issues and backup media failures during the test—before any actual outages occurred. The identification and resolution of these issues has provided our customers confidence that backups of their mission-critical data are now operating properly and will be recoverable in case of disaster.

With the completion of eighteen successful tests over the last year, our customers' confidence in JSite Fully Managed Disaster Recovery Service has never been higher. We are continuing to add new subscribers to our testing schedule, and developing additional, enhanced JSite service offerings.

If you're interested in learning more about JSite, please contact your Account Representative or email us at editor@jjwild.com.

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