

5-minute ransomware response

Better backup lets healthcare provider shrug off criminal attack.



Setting the stage

Not long ago, Thayer Ramahi started a new job as the director of IMIT at Calgary Foothills Primary Care Network, a group supporting 420 family doctors serving nearly 400,000 patients in the northwest Calgary area. When he arrived, Ramahi inherited a tape-based Veeam backup system. It was inefficient and time-consuming, and it was not very secure. Ramahi knew he would have to find a replacement solution quickly.

“Compared to other solutions, Barracuda Backup was the only one that offered everything we needed: an on-premises appliance plus virtual backups and outstanding support. All combined, the total package was more than enough to justify the cost.”

Thayer Ramahi

Director of IMIT
Calgary Foothills Primary Care Network

Profile

- Primary care medical group supporting 420 member physicians
- Serves nearly 400,000 patients in the northwest Calgary, Alberta area
- Additional support staff of 200 employees

Challenges

- Replacing legacy tape-based Veeam backup with modern solution
- Complying with Canadian healthcare data privacy regulations
- Automating backup of Office 365 data in the cloud

Solutions

- Barracuda Backup 890 and Cloud-to-Cloud Backup

Results

- Recovered from a recent ransomware attack in just 5 minutes
- Self-installed the backup appliance in-house with only minimal phone support
- Gained virtual backups of VMware and cloud-to-cloud backups of Office 365 data

That same year, Ramahi was introduced to Barracuda Backup by a colleague, and reached out to the company by phone for more information. "I used other Barracuda products at a previous employer and I was impressed by their support staff. If we ever needed help, I would call and have someone online in less than five minutes. Not only that, they were always knowledgeable and eager to support me."

"That was a key factor when selecting a provider," Ramahi says. "And two other capabilities were important to us: virtual backup for our VMware-hosted apps, and cloud-to-cloud backups for our Office 365 data."

Since the solution checked off everything on his list, Ramahi got the budget approved and quickly deployed the Barracuda Backup 890 appliance and virtual backups in-house, "with only minimal help from tech support. It was awesome."

"I used Barracuda products at a previous employer, and I was impressed by their support staff. If we ever needed help, I would call and have someone online in less than five minutes."

Thayer Ramahi

Director of IMIT

Calgary Foothills Primary Care Network

Brushing aside ransomware criminals

About a year after migrating to Barracuda Backup, Ramahi received a ransomware notice while monitoring a remote server. But instead of panicking, he just rolled back the affected server to the latest available backup. "The entire recovery took less than five minutes," he says. "Everything was back up and running in no time. I understand how costly and damaging ransomware can be, so it really confirmed for me that I made the right decision with Barracuda Backup."

Ramahi estimates that Barracuda Backup saves 1-2 hours per day in backup labor. But more than that, he and his organization have the peace of mind of knowing that their digital operations are more reliable and that their customers' private medical data is secure, encrypted, and regularly backed up now.

"Compared to other solutions, Barracuda Backup was the only one that offered everything we needed, namely an on-premises appliance plus virtual backups and outstanding support. All combined, the total package was more than enough to justify the cost. It's an amazing product and service," he says.

**Learn more about Barracuda Backup,
Cloud-to-Cloud Backup, and ransomware**

barracuda.com/products/backup

barracuda.com/products/cloudtocloudbackup

barracuda.com/ransomware

