OBJECT FIRST

North Country Healthcare Achieves Strong, Fast, Compliant Backup Storage with Object First

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Ootbi's simplicity makes it perfect for an organization of our size. We don't have a dedicated team of storage engineers, and now, we don't need them.

Ryan J. Taylor
Senior Systems Administrator,
North Country Healthcare

NCH
north country healthcare

Introduction and Executive Summary

North Country Healthcare (NCH) is a nonprofit consortium comprising three critical access hospitals and a home health agency. With over 1,000 providers and support staff, NCH provides locally accessible healthcare to the residents of northern New Hampshire.

As old servers came up for renewal and senior management pushed for stricter standards around data loss, NCH needed a new approach to backup storage. True immutability, seamless integration, adherence to Zero Trust Data Resilience (ZTDR) principles, and simple workflows all made Object First's Ootbi (Out-of-the-Box Immutability) appliance the perfect fit for NCH.

The Challenge

Before Object First, NCH used server-based Direct Attached Storage on the Windows Resilient File System (ReFS). This setup resulted in a number of key issues:

- **Outdated tech:** existing Windows servers required replacement
- **Sub-par security:** a lack of advanced security features put data at risk of deletion or alteration
- **Excessive complexity:** a complex management experience wasted valuable business time
- **Inconsistency:** monthly patching put primary backup storage briefly out of service, while system health checks often delayed backup jobs
- **Vendor issues:** a lack of proactivity often forced NCH to chase vendors for quarterly firmware and driver updates

In parallel, the CIO at NCH had also mandated new measures to protect data from destruction in case of a breach.

To meet all these challenges, NCH needed a new backup storage solution that was faster, more dependable, and incorporated advanced security features such as immutability.

Company:

North Country Healthcare

Industry:

Healthcare

Country:

USA

Solution:

Ootbi by Object First

Results:

Ransomware-proof primary backup, 35% shorter RPO, less management overhead.

The Solution

NCH weighed a future solution against four key criteria:

- **Operational availability**
- **Standard of immutability**
- **Extent of scalability**
- **Completeness of Veeam integration**

Object First stood out from even the earliest research stages: Ryan J. Taylor, Senior Systems Administrator at NCH, noted that Ootbi received a raft of positive feedback on technical Reddit communities.

Ootbi continued to impress when measured against both the criteria above and competing solutions. Taylor explains: *"Object First stood out by providing immutable object storage as well as very tight integration with Veeam. The simplicity of Object First's scalability was a big deal for us as well. We knew it'd be as easy as adding another Ootbi to the existing cluster."*

Best-in-class customer service helped seal the deal. Taylor notes that the account team was "awesome", particularly in taking the time to help NCH assess the necessary storage capacity to avoid overprovisioning. When it came to deployment, the process was incredibly simple, with any minor issues addressed rapidly. Taylor continues: *"We spoke to support a few days after initial deployment for a bit of help with tuning. They quickly recognized that we were using settings that made sense for our old Windows servers but not for Ootbi. After a few adjustments to the SOBR, we were backing up more quickly with one Ootbi than we had been with two Windows repos."*

The Results

By implementing Ootbi from Object First, NCH has been able to address all its key storage issues:

- **Next-level security:** immutability keeps NCH's data ransomware-proof, while adherence to ZTDR principles minimizes the risk of data breaches and unauthorized access—fulfilling internal security initiatives
- **35% shorter backup window:** allows Veeam to replicate NCH data offsite more quickly
- **Increased speed:** on-prem Ootbi mitigates the speed limitations of cloud storage
- **Lower overheads:** simpler processes as well as updates pushed directly from Object First streamline management

Taylor adds one extra—perhaps unexpected—result to the mix.

"Our favorite feature of the Ootbi is how frequently we forget that we own it. If it ever requires attention (typically just a software update), it opens a ticket with our Systems group, and somebody schedules the work. We liked that enough that we installed a unit in a second hospital."

Conclusion

Working with Object First has provided North Country Healthcare with simple, secure, and powerful backup storage. The organization now benefits not only from increased speed and stronger security but also peace of mind for the long term as the solution continues to evolve and adapt.

Taylor concludes: *"The partnership between Object First and Veeam assures we benefit from developments with either vendor. Between that and the dead simple scalability of Object First, we know that primary backup storage is a complete non-issue for us."*