RAID Data Recovery

Data Recovery for Multi-Hospital Healthcare Provider

Data Recovery Case

This case study focuses on a complex data recovery project undertaken by PITS Global Data Recovery Services for a multi-hospital healthcare provider in Maryland and Delaware. The project involved the recovery of over 30 years' worth of critical data, including sensitive patient information. We explore the technical challenges faced and the innovative solutions that led to a successful data recovery outcome.

Client Background

The healthcare provider managed 30 hospitals across Maryland and Delaware, employing over 2,000 staff members. They relied on the Epicor Document Management System (DMS) to store and manage sensitive patient data, including medical records, DICOM images, and billing information. Unfortunately, poor IT management and a lack of disaster recovery practices led to catastrophic data loss.

Evaluation of Damaged RAID Hard Drives

The primary storage system experienced multiple sequential hard drive failures, resulting in the collapse of the entire data storage system. The healthcare provider's reliance on RAID 6 configuration added complexity to the data recovery process.

Our Approach to the Data Recovery Case

Our team devised a customized plan that included establishing a secure environment, assessing the damaged RAID array, repairing failed hard drives in a cleanroom, designing a tailored recovery solution, and meticulously extracting and reconstructing the RAID array.

Handling the Copying Challenge

Copying 40TB of small files presented a significant challenge in terms of processing time. To address this, we deployed powerful workstations with ample RAM and processing capabilities, enabling efficient copying within five business days.

Results of the Data Recovery Case

Our systematic approach resulted in the successful recovery of 99.8% of the lost data. The healthcare provider was able to resume normal operations promptly, ensuring uninterrupted patient care and billing processes across their network of hospitals.

Conclusion

This case study highlights the critical nature of data recovery in the healthcare industry. By overcoming technical challenges and implementing best practices, PITS Global Data Recovery Services facilitated the recovery of invaluable patient data for the multi-hospital healthcare provider.

Organizations can learn from this experience and prioritize robust IT practices to safeguard their data and ensure uninterrupted operations.

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