



The Data Protection Company



SEP sesam - the Hero of your Data.

Successful companies and organizations trust
in SEP sesam backup solution

HINT AG

HINT AG uses SEP sesam as a secure backup solution for healthcare customer environments in Switzerland

HINT AG is a renowned provider in the provision and operation of ICT services for the Swiss healthcare sector. It is known for its expertise in the support and operation of customized IT solutions. Firmly rooted in Switzerland, HINT AG has established itself as a leading service provider with its comprehensive range of services for hospitals, care homes and medical practices. The security and availability of sensitive personal data plays a central role in meeting the high demands of customers and ensuring the integrity of the data. With this in mind, HINT AG opted for SEP sesam as its central backup and disaster recovery solution in 2012. This enables HINT AG to protect its data efficiently and restore it quickly in the event of a failure to ensure the continuity of its critical IT services. A key element of their IT strategy is absolute compliance with Switzerland's strict data protection laws, in particular the regulation that patient data may not leave the country.

Initial situation

The experts at HINT AG have extensive knowledge of more than 20 key healthcare applications and offer their customers sustainable support for day-to-day and future IT challenges. This support ranges from basic infrastructure and application provisioning to the implementation of digital innovations. The company currently supports more than 4,500 clients and provides high-quality ICT services for over 5,000 users. As an expert in the critical healthcare sector, HINT AG covers a broad spectrum - from standardized service offerings to individually tailored solutions that are specially adapted to the needs of its customers. It offers a comprehensive service catalog from which customers can select the service they require. HINT AG also operates a private cloud, the "National Healthcare Cloud". This means that customers do not have to store sensitive patient data with one of the global players. Data storage and processing is thus ensured in Switzerland, which is also regulated by law for patient data.

"SEP is a no-brainer for us, we are completely satisfied."

Dominik Rohrer, Head of Data Center Services at HINT AG

A well-coordinated team

Dominik Rohrer, Head of Data Center Services at HINT AG, is responsible for ensuring that everything runs smoothly. With a total of nine employees, the department operates the IT platforms in the company's two Swiss data centers. Three employees are responsible for the backup application. SEP sesam was deployed at HINT AG in 2012 and has been continuously expanded and upgraded since then. The implementation was carried out directly with SEP working in partnership with HINT AG. "SEP sesam has been growing with us for over 11 years and will continue to do so. We will remain true to SEP in our strategic orientation for procurement and growth. We are a well-coordinated team," says data center manager Rohrer.

The company relies on a highly virtualized environment with various VMware clusters that store around 800 virtual machines, databases and file servers for its customers. SEP sesam is used to back up all databases and file server backups, which currently includes 35 customers from the healthcare sector - from medium-sized hospitals, retirement and nursing homes to individual practices in Switzerland. Additionally, critical data from the company's own private cloud is also backed up with SEP sesam with data is stored offline to offer maximum protection against cyber threats such as ransomware.



Dominik Rohrer,
Head of Data Center
Services at HINT AG

Users

HINT AG was founded in Switzerland in 2004 and specializes in IT services for the healthcare sector. Around 110 employees take care of the portfolio of IT infrastructure and application services to improve patient care. As a leading IT service provider, it works closely with healthcare facilities to increase efficiency and quality in the healthcare sector through technological innovation. Its aim is to securely digitalize the challenges in the healthcare sector with tailored IT services to optimize medical care.

<https://HINTag.ch/>

Initial situation

HINT AG was faced with the challenge of backing up the data of its customers in the Swiss healthcare sector reliably and in compliance with the law. With a large customer base and a highly virtualized IT environment, implementing an effective backup solution is crucial. Constant data growth and strict data protection laws demanded the need for a reliable data backup solution.

Solution

HINT AG has chosen SEP sesam to implement a comprehensive backup and disaster recovery solution for its customer environments and its own "National Healthcare Cloud". This solution enables all databases and file server backups to be efficiently managed and securely stored in Switzerland, meeting the legal requirements for the protection of patient data. With the ability to back up data volumes of around 100 to 150 terabytes per week, SEP sesam provides HINT AG with the scalability and reliability it needs to continue to meet the requirements of its customers in the future.



Backup procedure in large environments

All databases are backed up to a staging server and initially remain on disk for three days. A transaction lock and backup is performed every quarter of an hour and a full backup once a day. The "data package" is then replicated to the second data center, which is located in a separate fire compartment. From there, it is backed up to the tape library with around 340 slots. This means that HINT AG is operational even if one of the data centers should stop working. SEP sesam manages data volumes of around 100 to 150 terabytes per week. The tapes used are based on the LTO-7 standard and are currently being converted to LTO-8 as data growth continues to increase due to new imaging diagnostic procedures, among other things.

The recovery cases vary in nature. "Customers usually come to us when individual files have been deleted. We can then quickly read the affected data from the backup set and restore it," says Dominik Rohrer. "We keep three versions of the databases on disk. For a hospital, this corresponds to three days of laboratory data, which is an extremely long time for these environments. In the event of data loss, we can therefore carry out a just-in-time recovery. The data can be restored to the exact second."

Dominik Rohrer and his colleagues carry out regular restore tests in order to comply with the business continuity management requirements stipulated by ISO/IEC 27001:2013 certification. This requires a certain number of tests to be carried out. "SEP has proven to be absolutely reliable and very performant since its introduction," says Data Center Manager Rohrer. "If processes don't work as they should, SEP support provides reliable assistance."

Outlook

HINT AG plans to continue and expand its partnership with SEP in order to meet the expected data growth. An additional tape library will be necessary, and licensing for SEP sesam will be expanded accordingly. "I think SEP's pricing policy is very fair, especially in light of the continuous expansion of our environment," adds Dominik Rohrer. "SEP sesam has been growing with us for over 11 years and will continue to do so. SEP is a sure-fire success for us, we are completely satisfied."

The successful deployment of SEP sesam at HINT AG underlines the performance and reliability of the data backup solution in a critical environment such as healthcare, where data security and compliance are top priorities.



Customer environment

Databases and file servers are operated on several VMware clusters with approx. 800 virtual machines.

The volume of data to be backed up is approx. 100 to 150 TB.

The data is backed up on Huawei storage and also stored on a tape library with approx. 340 slots.

SEP sesam:

2 SEP sesam environments licensed according to the UNIT model (37 + 35 Unit 2)

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Dominik Rohrer, Head of Data Center Services at HINT AG

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SEP AG

SEP has been developing and selling enterprise-wide data protection solutions since 1992 and is headquartered in Holzkirchen near Munich. A branch office with support and sales team is also located in the USA. SEP AG is a manufacturer of backup and disaster recovery software solutions for the protection of all data. The backup solution SEP sesam is developed "Made in Germany" and supports a variety of virtual environments, operating systems, applications and databases - from development to support without backdoors. The universal support of complex system environments clearly sets SEP sesam apart from its competitors. Users appreciate the ability to consolidate multiple backup systems in just one centrally managed solution.

The immutable solutions, which provide unalterable protection for backup data even against ransomware, also contribute to additional security. SEP offers a GDPR-compliant cloud-to-cloud backup and data loss prevention solution for Microsoft 365, Salesforce, Google Workspace and Dynamics 365 with the SEP Cloud Application Protection Service (CAPS).

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