Many healthcare organizations using MEDITECH software are turning to hosted disaster recovery solutions to reduce technology costs. Dell Services offers a turnkey disaster recovery solution based on a unique, shared infrastructure model that greatly reduces management and recovery costs.

Disaster recovery solutions to meet every need and budget.
Dell Services’ JSite is a secure, fully managed disaster recovery service designed to meet the unique needs of MEDITECH customers.

JSite offers:
- The only fully managed disaster recovery service offered by a trusted MEDITECH provider with specialized experience in MEDITECH restoration
- Compliance with disaster recovery planning requirements, by securing data and ensuring access to Patient Health Information (PHI)
- Data recovery from tape or disk using virtual tape library (VTL) technology
- RTO (recovery time objective) target within 12 hours—either from the time of declaration (VTL/tape vault services) or the time we receive your backup tapes
- Backup validation and test restoration of data to ensure recoverable data and a restorable operating environment
- Recovery performed on MEDITECH-certified storage and server infrastructure and tape hardware
- Optional VTL or tape vaulting services for instant access, data protection, and compliance
- Basic operations support during recovery, with the option for your IT staff to participate
- Subscription costs that include all applicable MEDITECH disaster recovery site operating system licensing fees
- Complete facility fault tolerance, including N+1 or N+2 power, cooling, telecommunications, and early fire detection
- Customizable disaster recovery services available for non-MEDITECH systems, such as Microsoft Exchange and other enterprise applications
- Disaster Recovery Support Services team with deep technical expertise and extensive MEDITECH experience
- Temporary hosting of applications while on-site services are restored for operational continuance
- Scheduled annual testing to ensure valid, restorable backups
- PACS archiving and disaster recovery available through our Unified Clinical Archive solutions team.

Key benefits
- Fully managed service
- Minimal start-up investment
- Wide variety of Recovery Point Objective (RPO) and Recovery Time Objective (RTO) options available
- Knowledgeable engineering staff with deep MEDITECH domain expertise
- Annual validation of data restore and recovery

Turnkey disaster recovery solution based on a unique, shared infrastructure model that greatly reduces management and recovery costs.
Disaster recovery solutions to meet every need and budget.

**State-of-the-art MEDITECH systems ready when you need them.**
JSite utilizes state-of-the-art servers, MEDITECH-certified SAN storage, backup software solutions, secure network connectivity, as well as tape and VTL technology dedicated to the recovery needs of our MEDITECH customers. These systems, which are maintained and updated with an aggressive technology refresh program, are racked, stacked, configured, and ready to restore your databases if your core MEDITECH systems are unavailable for an extended period for any reason.

**Rock solid facilities.**
JSite is located in a high-redundancy datacenter outside of Boston and near the Canton, MA offices of the MEDITECH Solutions Group and MEDITECH corporate headquarters. Our recovery space is managed 7x24x365 by technical staff housed in one of the most fault-tolerant facilities in the Greater Boston area. Systems are protected by N+1 or N+2 redundant power, telecommunications, cooling, early detection fire monitoring, and fire suppression systems. Redundant diesel emergency generators are supplied with fuel from multiple tanks deep beneath the parking lot.

JSite services can be adapted to accommodate any customer hardware configuration supported by MEDITECH, including:
- MEDITECH-certified server platforms from Dell, HP, IBM and Cisco
- All major tape formats
- MEDITECH-certified Direct-Attached Storage (DAS) or Storage Area Network (SAN) technology from Dell, EMC, HP, and IBM
- Data Domain or virtual tape libraries (VTL) MEDITECH backup, MEDITECH-approved enterprise backup, or MEDITECH Integrated Serverless Backup (ISB) using BridgeHead or EMC NetWorker® software
- Secure MEDITECH VPN or MPLS connectivity

**How do JSite disaster recovery services work?**

**Restoring from tape:**
JSite customers typically deliver backup tapes to the MEDITECH Solutions Group on an ‘as needed’ basis for testing purposes or to facilitate any necessary MEDITECH recovery operations in the event of a disaster. For customers who wish to ensure that the MEDITECH Solutions Group has a recent backup tape before an adverse event occurs, and thus to eliminate potential travel or delivery delays that may result from a local or regional disaster conditions, we provide optional tape vaulting services for daily backup tapes at the JSite facility for up to two weeks.

Upon declaration of a disaster, customers send their most recent backup tapes, or a verified copy, to the JSite recovery facility. Upon receipt of the backup tapes, restoration efforts begin. Your facility will typically be back up and running in 12 hours or less from the time we receive the tapes.

**JSite VTL service**
JSite VTL service uses replication from a customer-premise VTL to a VTL located in the JSite facility over a secure network connection. The VTL technology employed by JSite allows for de-duplicated customer backups to be replicated for faster transmission of data and lower network bandwidth requirements.

JSite VTL also offers a reduced RTO in the event of a disaster or operational recovery event. A regular backup is made to a VTL at the customer site using backup software, and copies are replicated to JSite to ensure your data is always available for restore. This solution eliminates the time, cost and risk associated with shipping backup tapes enabling faster recovery of MEDITECH data.

**When disaster strikes**
When an adverse event occurs, a call to our hotline provides notice that a facility has declared a disaster. For tape-based recovery services, the customer is responsible for transporting backup tapes to the JSite facility as quickly as possible for restoration. For JSite VTL and tape vaulting customers, the JSite staff will immediately begin restoring the customer’s core MEDITECH systems on our pre-configured servers and storage. While the backup tapes are loading, our technologists will work with your staff to redirect network access to the JSite recovery systems according to a pre-defined plan. Within hours, the recovery systems will be live and available for access over the Internet VPN. A Citrix farm located at the JSite facility provides users application-level access. Customers are not required to use Citrix as part of normal daily operations and no additional software needs be purchased to take advantage of this capability.

**Core JSite services**
The JSite Service includes use of JSite infrastructure, all applicable MEDITECH disaster recovery site operating system license fees, initial network configuration at our JSite facility, JSite connectivity, an initial recovery test, and a scheduled annual re-test.
Disaster recovery solutions to meet every need and budget.

JSite Services are available on a subscription basis. The contract term begins the day after mutual participation in a successful test restoration.

Other disaster recovery solutions and services from Dell

Network connectivity assessment: While many of our customers have a good understanding of their connectivity capabilities and have a sufficiently robust network infrastructure, some sites may require network modifications prior to subscribing to JSite services. The MEDITECH Solutions Group relies on over 20 years of network infrastructure and MEDITECH expertise to assess the current state of your network and make recommendations to ensure secure connectivity to JSite.

PACS archiving

Most PACS (Picture Archiving and Communication System) administrators are confronted daily with ever increasing storage requirements. Many facilities are filling up their archives much more quickly than anticipated and are required to add storage or are experiencing the end of life of their current system more quickly than anticipated. The Dell Unified Clinical Archive Solution provides storage as needed at a set and predictable cost. We can store all types of data (both in DICOM and non-DICOM formats).

Healthcare operational continuance assessment: Many customers find that they need help calculating risk, analyzing business impact, assessing their technology infrastructure, and sorting out options with regard to business continuance. In a streamlined process that touches the key elements of a successful IT continuance plan, we can help you assess your options, and focus on the best course of action for your unique circumstances.

Self-hosted disaster recovery: Some customers prefer to own end-to-end disaster recovery facilities of their own, with design, implementation, and disaster recovery operations assistance from an experienced team such as the MEDITECH Solutions Group. The MEDITECH Solutions Group offers a broad range of solutions and services for facilities pursuing this option.

For more information about solutions for your business or organization, contact your MEDITECH Solutions Group account representative or visit dell.com/meditechsolutions.