TINA CUSTOMER SUCCESS · HEALTHCARE

Rouen University Hospital recovers all its data thanks to Tina

Cyberattack at Rouen University Hospital: “Tina enabled us to restore all of our data”.

“Tina fully met all our needs. Thanks to its efficiency, we were able to restore all our backups. What we expect from this type of tool is reliability. And in that respect, we were completely satisfied.”

— SYLVAIN FRANÇOIS · INFORMATION SYSTEM DIRECTOR · ROUEN UNIVERSITY HOSPITAL

ROUEN UNIVERSITY HOSPITAL

The biggest employer in the region with over 10,000 employees including 900 doctors and 750 interns, Rouen University Hospital has a capacity of over 2,425 beds spread over 5 sites. Every year, the hospital deals with 300,000 inpatients, almost 400,000 outpatient appointments and 30,000 operations, added to which are ancillary activities such as catering (2.8 million meals served every year) and the laundry which manages 7,000 tonnes of laundry per year.

THE CHALLENGE

Considering the multiple activities and the critical nature of the data, the University Hospital’s IT department is almost 100 strong. Teams manage between 250 and 300 applications and over 150 databases on 850 servers, requiring a backup and restore infrastructure capable of including all data.

The objective is to set up a secure and reliable procedure with well mastered management to guarantee daily backups, but also to restore the data if a disaster occurs.

Such a high number of activities and services generates a significant amount of data. Volumes in that range require an effective backup solution that is capable of managing data and which is easy for the teams to operate and integrate.

> "The IT team is constantly looking for tools that can manage large volumes of data while being easy to use and capable of processing data at an industrial scale" indicates Sylvain François, Rouen University Hospital IT Director.
>
> — SYLVAIN FRANÇOIS · ROUEN UNIVERSITY HOSPITAL

A MASSIVE CYBER-ATTACK

November 2019: an unprecedented ransomware attack

In November 2019, the University Hospital suffered an unprecedented ransomware attack. A cryprolocker encrypted data on the hard drives, work stations and servers, making them inoperative. Once the work to diagnose and stop the spread of the cyber attack was complete, the team was able to start the recovery operations to restore the information system. Some servers required full recovery directly using server backups to return to clean data prior to the attack.

> "We called on Atempo to get help from their experts. An Atempo expert consultant arrived on site very quickly. In less than 48h, we successfully restored almost all our critical applications!" comments Sylvain François.
>
> — SYLVAIN FRANÇOIS · ROUEN UNIVERSITY HOSPITAL

THE SOLUTION

Tina, which is referenced in Trading group catalogues such as UGAP and CAIH, is a solution that is well known in the health sector. When Sylvain François joined the team in 2019, the solution had already been in place for several years. It has continued to evolve to adapt to the hospital's IT environment. Tina covers all these data protection workflows at the University Hospital:

- Backup of the remote sites, storage servers as well as the applications and databases;
- Online daily incremental backups, making it possible to quickly restore a system element without performing a complete backup;
- Full weekly machine backups to cover full recovery in the event of a general application crash;
- Offline backup on physical media stored in a safe located at a distance from the computer rooms.

> "We are aware of Tina's qualities and performances. When we suffered a major cyberattack in November 2019, we were able to restore all data following the server remediation. Atempo teams provided valuable support and their availability was successfully put to the test when we needed it most." adds Sylvain François.
>
> — SYLVAIN FRANÇOIS · ROUEN UNIVERSITY HOSPITAL

BENEFITS

- A single solution for all the servers and applications,
- Easy restores of large volumes of data,
- Quick file and backup restores,
- An agnostic solution, compatible with all systems on the market,
- Local, available and attentive support teams,
- Referenced on most Public trading groups such as CAIH, UGAP, etc.,
- Mastery of the specific needs of hospital environments.

BUSINESS BENEFITS

Effective recovery from ransomware attacks	**Atempo technical experts**	**Referenced in trading group catalogues**

Complete Data Protection Platform

ONE SOLUTION · EVERY WORKLOAD

Endpoints	Applications & SaaS	Virtual & Physical	DRaaS & Legacy
Continuous protection for laptops and workstations, on site or working remotely	Databases, business applications and Microsoft 365 protected end to end	Virtual machines and physical servers backed up and restored from one console	Disaster recovery and long-lived legacy systems covered by the same licence

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