



*Georgia Department of Public Health*

Coastal Health District

# CASE STUDY

**LEARN HOW A DISASTER RESPONSE  
ORGANIZATION BUILT A DISASTER  
RECOVERY PLAN AND HYBRID  
CLOUD THAT LIVES DEPEND ON.**

**A CASE STUDY BY**

**SUMMIT**

# COASTAL HEALTH DISTRICT CASE STUDY

**COMPANY:**

Coastal Health District

**COMPANY DESCRIPTION:**

Coastal Health District serves the people of eight Georgian counties through preventing illness and injury, promoting healthy behaviors, and preparing for and responding to natural disasters.

**INDUSTRY:**

Healthcare

**SUMMIT PRODUCTS:**

Disaster Recovery as a Service, Hybrid Cloud, Network Connectivity



# INTRODUCTION

Coastal Health District's patient records and core technology systems were operating in a hurricane hotbed. If those systems were to go offline, Coastal Health District would not be able to serve the people of eight Georgia counties.

People's lives were literally at stake unless Coastal Health District could find a way to stay online in a disaster event. And disaster could strike any time:

There have been 459 named, tropical storms on the US Atlantic Coast since the National Oceanic and Atmospheric Administration started keeping track in 1980. Together, these storms have caused over \$744 billion in damages.

**Data Source:** NOAA

## CHALLENGE

After some internal scenario planning, Coastal Health District realized that it had a single point of failure: all of its systems and data lived in Savannah, Georgia, which happened to be well within the landfall area of a hurricane.

Should anything happen in Savannah, all of Coastal Health District's systems would be rendered useless. It had to find a way to keep its systems and data out of the region to avoid issues caused by the very storm they're trying to manage.

"Recognizing we were faced with a single point of failure in Savannah, we had to find a more resilient architecture and solution to stay online in the event of a disaster," said the IT Manager at Coastal Health District. "This proved exceptionally challenging when you think about a disaster event as a tropical storm or hurricane. You're potentially talking about an entire region being impacted. It was critical that we looked beyond the region to provide the level of resiliency and availability we needed."

As part of this process, Coastal Health District also had to be operationally ready as well.

Coastal Health District needed to preserve communications and connectivity among various districts and team members should disaster strike.



*The theory of having everything available out-of-region was strong, but the ability to execute such a failover during a disaster event was unknown. We had to provide continuous technical and patient services to our communities. Period.*

— IT Manager, Coastal Health District



Technical testing really became a validation of the business plan — a plan that reflected numerous procedural changes, as well as a completely modernized network and technical architecture.



# SOLUTION

Summit architected, deployed, and continues to manage a Hybrid Cloud for Coastal Health District out of its flagship data center in Elk Grove Village, IL.

Managed Disaster Recovery operations are supported via additional availability zones.

Connecting these production and backup environments together with Coastal Health District's Georgia-based operations is a custom-architected network. The network is designed to increase capacity, speed and resiliency while increasing security and improving overall application performance.

# RESULTS



*We were very lucky to have found [Summit]. We are treated with such tremendous attention and professionalism. We needed a complete way to deliver continuity of system operation and patient care, and [Summit] delivered. The support and insight in developing our new architecture and defining and testing our comprehensive disaster recovery plans has been fantastic.*

— IT Manager, Coastal Health District



# LOOKING AHEAD

Today, Coastal Health District conducts quarterly operational and technical tests and is evolving the plans and rules with each test.



*As we are the first district to deploy a disaster recovery plan, we are setting the pace for the rest of the state. We could not have put in place our D/R plan, or set the pace for the other districts, without [Summit].*

— IT Manager, Coastal Health District

