



# Recover

## Cloud-Based Disaster Recovery Services for Your EHR and Healthcare Enterprise

### THE CHALLENGE: PROTECTING ACCESS TO HEALTHCARE DATA

Healthcare organizations have made deep investments in clinical workflows and patient engagement. Downtime has to be minimized in view of important operating goals:

**Compliance** — HIPAA, HITECH - The HITECH Act strengthened civil and criminal penalties for failure to produce patient health information (PHI) after a crisis. Value and population-based reimbursement formulas rely on systems uptime.

**Physician/Patient Satisfaction** — Physicians who have invested precious time in developing EMR/EHR expertise cannot endure extended downtimes. Similarly, patients relying on provider IT systems for communication of clinical information expect the service to be as simple and available as online banking.

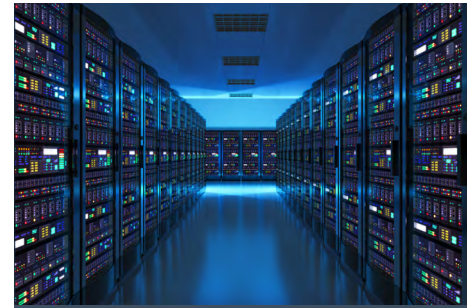
**Security** — Backup and recovery strategy is the first line of defense against many forms of cyberattack, especially increasingly common and deadly ransomware incursions.

### THE SOLUTION: RECOVER

CloudWave's Recover is a hybrid cloud disaster recovery-as-a-service (DRaaS) that provides secure, reliable disaster recovery to healthcare organizations for clinical, administrative, and financial applications.

Recover services are designed to provide safe, stateful recovery of new web-based EMR and EHRs, imaging applications, data repositories, financial applications, and even analytics engines. Unlike "one size fits all" cloud solutions with vague SLAs, Recover marries multi-cloud economics to the customers operating environment. CloudWave takes responsibility for design, project management, implementation, testing, and ongoing support and change control in partnership with each customer.

Unlike unmanaged "data bunkering" solutions, Recover uses a disciplined approach to pre-build secure network connectivity for users, devices, and interfaces at each customer. A structured, carefully-managed implementation process results in a validating test at the launch of the service, with testing repeated annually or more often as each customer's audit process requires. CloudWave offers Cloud Edge in either capital or operating expense models, providing you ultimate financial flexibility. Consume IT services as a monthly utility or depreciate it as an asset; it's your data, it's your choice.



### Reliable Disaster Recovery for Healthcare Organizations

"After our major system upgrade, we had an advanced EMR and other critical systems in need of a cost effective disaster recovery solution. Prior to CloudWave, we were dissatisfied with our RPO and RTO. We needed to do much better to recover both our EHR and other information systems.

Through Recover, CloudWave helped us to achieve dramatic improvements, up to 90% reduction in RTO. Our hospital is in a stronger and more confident position to recover in the event of a disaster. The solution is even better since recovery does not rely heavily on hospital staff. That's peace of mind."

— Audrey Parks, CIO  
Salinas Valley Memorial  
Healthcare System

## SERVICE LEVELS

CloudWave technical consultants will work with each organization to determine their optimal RPO and RTO and decide which service level best satisfies their individual requirements.

**Recover Silver** offers enhanced restoration time and improved reliability and security over traditional tape media and handling. Our secure connectivity and defense-in-depth security manager provide a functioning “air gap” for your sensitive healthcare data. RTO Range: 6-12 Hours. RPO Range: 2-24 Hours.

**How it Works:** A replication appliance is installed at the stored and replicated automatically to the cloud. In the event of a disaster, data is restored to our disaster recovery SAN to facilitate recovery.

**Recover Gold** uses continuous data protection and automated processes to offer an aggressive Recovery Point Objective with significantly reduced recovery and restoration times. RTO Range: 0-2 hours. RPO Range: 0-2 hours.

**How it Works:** Virtual replication appliances track and asynchronously replicate all data changes for the past 72 hours. Additionally, specific application backups are taken every 2 hours. In the event of a disaster, a prebuilt environment is powered on and the most recent data is automatically restored.

## DID YOU KNOW?

CloudWave offers deep, cost-saving integration between Recover and Backup, our fully managed multi-cloud Backup-as-a-Service (BaaS) for healthcare. This is a great option for customers who have had long term operating or management challenges around backup and recovery.

## SERVICE COMPARISON

	Typical Public Cloud Vaulting	Typical MSP Remote Backup	Recover SILVER SLA	Recover GOLD SLA
<b>RTO Range</b>	24-72 Hours	12-48 Hours	6-12 Hours	0-2 Hours
<b>RPO Range</b>	Unknown	6-48 Hours	2-24 Hours	0-2 Hours
<b>Annual Test</b>	No	Fee-based	Included	Included
<b>Additional Tests</b>	No	Fee-based	Optional	Optional
<b>Project Management</b>	Customer	Customer	CloudWave	CloudWave
<b>Change Control</b>	Customer	Customer	CloudWave & Customer	CloudWave & Customer
<b>Pre-built Connectivity</b>	No	No	Included	Included
<b>HIPAA Associate</b>	No	Varies	Yes	Yes
<b>Implementation Consulting</b>	No	Optional	Included	Included
<b>Backup Optimization</b>	No	No	Included	Included

## LEARN MORE AT [gocloudwave.com](https://gocloudwave.com)

### About CloudWave

CloudWave is a full-service cybersecurity and cloud services provider exclusively for healthcare. Protecting over 300 hospitals and health systems, CloudWave delivers end-to-end solutions combining secure hosting, IT operations, and 24/7 threat detection. Services include managed security, risk and compliance, disaster recovery, and cloud optimization—all with a healthcare-first approach. Powered by AI-driven security operations and supported by U.S.-based Network and Cybersecurity Tactical Operations Centers, CloudWave provides healthcare organizations with a cyber-ready foundation for safe, uninterrupted patient care.

## Service Highlights

Tier 4 Secure Private Cloud Data Centers, with defense in depth security, a 99.9999% available platform design, and thoughtful public cloud integration where needed

Full, stateful protection for critical healthcare applications based on MUMPS, SQL, and other healthcare database technologies

Fully-managed data recovery and restoration services – frees your staff to respond in a crisis

Periodic testing to validate data recoverability and update recovery procedures

Ongoing collaborative program management and change control

Archive-aware integration optimizes backups and protects legacy data

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