Case Study 28: CVS Healthcare Services



https://www.cvshealth.com

By accelerating data, with the help of machine learning (RDT Artificial Intelligence Bridge), it becomes possible to increase the efficiency and performance of the data center, backing up data to more than one cloud, and thereby improving the efficiency and performance of their clients. CVS Healthcare is but one organization that has seen the benefits of WAN data acceleration. The company's issues were as follows:

- Back-up RPO and RTO
- 86ms latency over the network (>2,000 miles)
- 1% packet loss
- 430GB daily backup never completed across the WAN
- 50GB incremental (daily) taking 12-15 hours to complete
- Outside RTO SLA - unacceptable commercial risk
- OC12 pipe (600Mb per second)
- Excess Iron Mountain costs

To address these challenges, CVS turned to a data acceleration solution using (RDT Artificial Intelligence Bridge), the installation of which took only 15 minutes. As a result, it reduced the original 50GB incremental back-up from 12-15 hours to **45 minutes**. That equates to a 94% reduction in backup time. This enabled the organization to complete daily back-ups of its data, equating to 430GB, in less than 4 hours per day. So, in the face of a calamity, it could perform disaster recovery in less than 5 hours to recover everything completely.

Amongst other things, the annual cost-savings created by using data acceleration amounted to $350,000. Interestingly, CVS Healthcare is now looking to merge with Aetna, and so it will most probably need to roll this solution out across both merging entities.