druva

pieta

Ending Suicide. Beginning Hope.

Pieta Protects Salesforce and Microsoft 365 Data, Restores 98.3% Faster With Druva

98.3%
Faster to restore data with Druva

100K
Clients' sensitive medical data is protected 24x7

2
Minutes to recover data with Druva versus two hours

About Pieta

Pieta first opened its doors in Lucan County, Dublin, Ireland in 2006. Since then it has seen and helped over 100,000 people in suicidal distress or engaging in self-harm. The non-profit organization now operates 20 locations across Ireland and employs over 200 therapists and support staff.

The challenge

The small IT team at Pieta is committed to doing everything possible to protect both business-critical and sensitive patient data while staying compliant with regulatory rules like the European Union's General Data Protection Regulation (GDPR).

Data protection and compliance are challenging to achieve, especially with a dispersed workforce; most of the charity's 320-plus staff members are spread out across the country, either working from home or across 15 different centers.

About 18 months ago, the charity began modernizing its IT infrastructure, which is now completely cloud-based. Pieta is leveraging software-as-a-service (SaaS) applications, like Microsoft 365 and Salesforce, and initially was dependent on those applications to help restore data if needed. But the native backup capabilities of these platforms was insufficient, said Damian Menendez, IT Manager at Pieta.

Challenges

- Reliance on Microsoft's and Saleforces' native capabilities for data recovery meant that there were significant gaps in the team's data restoration capabilities

- Veeam did not have a cloud-native solution for protecting Microsoft 365 and Salesforce data

- IT needed a cost-effective way to comply with strict requirements for handling business-critical and sensitive patient data in the cloud

Solution

- A single pane of glass through which IT can manage backups and restores of Salesforce and Microsoft 365 (Exchange, Teams, OneDrive, and SharePoint) data across a dispersed workforce

- Complete ransomware protection, as Druva provides the confidence that Pieta can seamlessly recover data after an attack

- The ability to proactively and automatically monitor data compliance across Microsoft 365, and receive and respond to violation alerts, all from a single dashboard

Results

- 100,000 clients' personally identifiable information (PII) data is protected and secure 24x7 in Salesforce

- 98.3% faster data recovery compared to previous solution

- Two minutes to recover data with Druva versus two hours with Salesforce and Microsoft native capabilities

"Salesforce had a very basic data recovery system that backs up once every two weeks," Menendez said. "That's no good to me because, if I need to restore something, that's potentially two weeks worth of data lost. Additionally, Microsoft operates a shared responsibility model — it's responsible for maintaining platform uptime while customers are responsible for the protection and long-term retention of Microsoft 365 data.

When Menendez learned about a charity that experienced a data breach and lost all of its data without any backups, the incident catalyzed Menendez's search for a cloud-native data resiliency solution.

So he began looking for an easy-to-use, cloud-native solution that offered a single pane of glass to manage backups.

The solution

Menendez briefly considered Veeam, as he was already familiar with the solution. But Veeam didn't have cloud-native capabilities at the time. He also evaluated OwnBackup, but it didn't offer the "one stop shop" he was looking for.

So he did a Google search for "cloud backup" and found the Druva Data Resiliency Cloud. He saw a demo and was immediately impressed with Druva's ease of use and centralized control plane.

"Within a few minutes I was convinced Druva was exactly what I was looking for," Menendez said. "Obviously, I had to look at other solutions as well just to make sure that I was picking the right one. But it did everything I needed it to."

Soon after, he decided to move forward and put Druva to work for Pieta. He worked with a Druva sales engineering manager to deploy the Druva Data Resiliency Cloud, and the whole process happened quickly.

"The deployment was ridiculously easy," Menendez said. "Especially for our Microsoft 365 data, for which we are also doing compliance monitoring. It was just like click here, click there, give it a day, and you're done."

Druva was deployed for Pieta's Salesforce and Microsoft 365 data in a weekend, and all backups were fully running within five days.

The results

Now Pieta has the cloud-native solution it needed to protect data in Microsoft 365, including Exchange, Teams, OneDrive, and SharePoint, and the sensitive medical data of over 100,000 patients in Salesforce.

The IT team is completely confident it can recover data 24x7 in case of accidental deletion or ransomware. And it can also recover data 98.3% faster compared to its previous methods. Before Druva, recovery was often slow due to the nature of the charity's work.

"We would have to trawl through files while going back and forth to the requestor," Menendez explained. "And there were frequent delays in communication because the requestor might not be on duty, might be conducting therapy, or busy answering the crisis helpline."

That's all changed now. "With the Druva Data Resiliency Cloud, we can recover a file in two minutes instead of two hours."

Menendez appreciates how little he thinks about Druva. "I wanted a system that I could put in place and forget about it, and that's Druva," Menendez said. "Do I go into the dashboard every day? No. Do I go into the dashboard every week? No. I only check Druva if I get an alert, which is how it should be."

Another benefit of Druva is the local Amazon Web Services (AWS) availability zones, which allows all of Pieta's data to be backed up at the AWS data center in Dublin, facilitating its data sovereignty requirements.

"We are confident that we are meeting data sovereignty requirements, and that we are compliant with GDPR," Menendez said. "Honestly, Druva provides total peace of mind."