



# From On-premises Backup to Cloud Backup: Southern Cross Healthcare Ensures Retention and Protection of Sensitive Data with AvePoint



## Customer Location

Auckland, New Zealand

## Industry

Healthcare

## Platform

Microsoft 365

## Critical Needs

- Comprehensive backup and fast recovery of data
- Protection against ransomware attacks
- Compatibility and integration with granular Microsoft functionality
- Simple and light touch solution for IT and end users

## Solution

- AvePoint Cloud Backup

## ★ Success Highlights

- Comprehensive backup and recovery for millions of documents in Microsoft 365
- Achieved full data protection in a matter of days with near-zero configuration
- Significantly reduced data recovery times from, in some cases, up to a day to mere minutes
- Easily meets compliance with better data retention and hands-off vendor storage

## 🔍 Customer Profile

Southern Cross Healthcare operates a nationwide network of wholly owned and partnership hospitals, specialist centres, diagnostic services and community-based healthcare providers, with a focus on enabling better health for more New Zealanders.

## ⚙️ The Challenge

As part of its digital transformation journey, Southern Cross Healthcare (Southern Cross) made a strategic move to Microsoft 365 and the cloud. With this shift, the Digital Services team recognized the need for a more efficient system for retaining and backing up data.

As a healthcare organization, Southern Cross must comply with specific privacy and data regulations, needing a solution to provide comprehensive backup and quick recovery while meeting data privacy needs.

## 💡 The AvePoint Solution

Steve Dunn, Project Manager at Southern Cross Healthcare, had previous positive experiences working with AvePoint products and customer service teams. Steve recommended AvePoint Cloud Backup to business leaders as a solution to meet their data protection needs.

After evaluating several options, Cloud Backup met the organization's critical requirements, including fast restores, Teams chat backup, integration

with Microsoft functionality, and light-touch management. Most importantly, though, the solution met its data privacy needs.

“With the use of Azure Key Vault or the option to bring your own encryption key, and by encrypting data in transit and at rest, Cloud Backup ensures that no unauthorized person can access this data, making it an ideal solution for Southern Cross Healthcare,” said Steve.

In addition, there were considerable cost savings to be had, with AvePoint Cloud Backup around 30 percent lower in cost compared to on-premises backup providers and other cloud-based alternatives.

Southern Cross agreed to move forward with the comprehensive, SaaS-based backup and restore solution. With near-zero configuration, Southern Cross had Cloud Backup up and running in a matter of days.

The business has appreciated that the solution is easy to manage through the AvePoint Online Services portal. Steve explained, “Backup is a necessary evil. You don’t come to work looking forward to working on a backup solution every day, but Cloud Backup requires such a light touch that you can focus on other things.”

Since implementing Cloud Backup, Southern Cross has needed to complete several restores, primarily of user accounts. Recovering these accounts and all associated data manually would be time- and labor-intensive, if even possible. However, with Cloud Backup, they can be restored in their entirety, and what used to take a full day now only takes a few minutes.

Steve said this about customer service: “Everyone felt genuine, with an informal style that made meetings easy. There was a real sense that we’re working as a team to get things done rather than an external provider with a client. Overall, the customer service and experience were excellent.”

## 👉 The Bottom Line

Southern Cross Healthcare needed a reliable and easy-to-use backup solution for its Microsoft 365 data, which was delivered via AvePoint Cloud Backup.

Steve offered this advice for those in the market for a backup provider: “AvePoint provides a straightforward, seamless way of moving backups to the cloud. It’s so simple to deploy, you get it up and running in a few days. It also gets implemented with a light touch, which is a big positive for your IT and staff.”

By providing a reliable backup solution that meets its critical requirements, Cloud Backup has enabled Southern Cross Healthcare to focus on other aspects of its digital transformation journey.

““ One of the benefits of using AvePoint Cloud Backup is that we can retain sensitive data from a regulatory perspective, which we couldn’t do with our Microsoft 365 license alone. Cloud Backup helps us make better use of our data and leverage the cloud-based tools to manage our data more efficiently. ””

- STEVE DUNN  
PROJECT MANAGER, SOUTHERN CROSS HEALTHCARE

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