

The Backup Monster

Dear Valued ECLIPSE® Customer,

Way back in 1986, I forced every ECLIPSE client to use a tape backup system chosen by me. By the mid-1990's, clients wanted to install their own solutions. So, until now, we've avoided getting involved in your backup plans other than outlining proper procedures. Why? These days, though myriad choices exist, on the rare occasions we need your backup – you rarely have what you think you do. Here's a quote from Dr. Saulter after a January 2015 debacle:

“When we updated our computers last year we were advised to back up our data to the cloud. I agreed and instructed the IT person to set it up for us as advised by ECLIPSE. Since he spoke directly with the help desk on a couple of occasions I assumed, incorrectly, that it was done properly.”

Unfortunately, this is typical. Dr. Saulter believed that he'd nailed it. And didn't give it a second thought. Perhaps you think you're protected – but you're not. So, after a year of research & testing, we are highly recommending a HIPAA certified cloud backup solution provider that's inexpensive & will provide a series of advantages besides “Peace of mind.”:

- **DataHEALTH works at being HIPAA compliant.**

They're the only cloud backup provider to be fully accredited by URAC as a HIPAA Security Business and Covered Entity Associate. URAC is a Washington, DC-based health care accrediting organization that establishes quality standards for the health care industry. If you're ever audited, this may become important. If your backup provider is hacked, its importance is a certainty.

- **DataHEALTH knows how we want your data backed up.**

That means the proper data should be simultaneously backed up locally and to the cloud. DataHEALTH monitors your backups and sends an email alert to notify you if there are any problems with the backup process.

- **In the event of trouble, the HELP Desk can directly (with your permission) handle the problem.**

They can retrieve backups and keep you out of the confusing loop that involves determining what data needs to be restored, and getting that data.

Please don't become another horror story. When Karen's hard drive committed suicide, her busy practice had to improvise... for 3 hours. Be like Karen. Marry a computer expert like me. And if you can't, use a backup service that can get you as close to this ideal as possible. These days, losing weeks or months of data shouldn't be an option. Don't let it be.

Mike Norworth

Chief Architect of ECLIPSE® Practice Management Software
and the President of MPN Software Systems, Inc.
MPN Software Systems, Inc.

NOTE: Neither MPN nor GalacTek is responsible for the backup services provided by DataHEALTH. If you choose to subscribe for those services you will enter into a contract directly with DataHealth, and if you lose data or are otherwise damaged using the DataHEALTH services you will not have the right to make any claims against MPN or GalacTek.

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