



## CUSTOMER STORY



### UNC HEALTH

## How UNC Health Secures Patient Data While Cutting Backup Times in Half

---



Consolidating with Commvault, the health system scales security with data growth – helping save time, reduce risk, increase compliance, and bolster cyber resilience.

**Industry**  
Healthcare

**Headquarters**  
Chapel Hill,  
North Carolina

## CHALLENGES

- Continuously growing data and applications taxed the small team
- Beyond ensuring cyber resilience, data backup must meet compliance and patient data privacy requirements
- Juggling multiple backup solutions – including Tivoli Storage Manager and Veeam – created complexity and increased risk

## SOLUTIONS

- UNC Health chose Commvault as part of their backup and recovery and cyber resilience that would scale with acquisitions and increasing cloud use
- Commvault (now Commvault® Cloud, formerly Metallic) goes beyond cloud-native data backup and provides vendor-agnostic coverage of their hybrid environment
- UNC Health collaborates weekly with dedicated Commvault account managers to reinforce their data protection and efficiency
- Commvault helps them stay compliant with healthcare industry regulations and strict internal guardrails

## RESULTS

- Commvault cuts backup times in half, meeting service-level agreements and freeing the team to focus on optimizing data protection
- UNC Health has achieved 100% recovery success
- As the health system moves all backups to Commvault, they remain well-positioned to scale with data growth – helping save time, reduce risk, increase compliance, and bolster their ability to serve patients uninterrupted

Since moving to Commvault,  
UNC Health has achieved

**100%** data recoverability  
success



## ENSURING DATA AVAILABILITY

At UNC Health, the team oversees a big job: ensuring data recoverability for uninterrupted patient care. It's a responsibility that expands by the day with data growing across thousands of systems and hundreds of locations.

"In healthcare, data doesn't ever shrink – it just continues to grow," said Clifton Whitehurst, HCS Systems Architect. "We change and add applications constantly, so we have to have a backup strategy and solutions in place."

Beyond enabling cyber resilience in the event of an outage or loss, data backup must meet healthcare compliance and patient data privacy requirements.

### GOING BEYOND CLOUD-NATIVE DATA PROTECTION

As North Carolina's largest academic health system, UNC Health serves millions of patients annually.

When the health system sought to fortify its data protection strategy, consolidating from several solutions was paramount.

UNC Health chose Commvault Cloud for enterprise-grade protection that would scale with acquisitions and increasing cloud use. Critically, it would also go beyond cloud-native data protection.

"Just because you go to cloud does not guarantee data protection," Whitehurst said. "In Commvault, we found a hardware-neutral vendor that isn't tied to a single manufacturer. The ability to support multiple platforms is a positive compared to other solutions."



Just because you go to cloud does not guarantee data protection. In Commvault, we found a hardware-neutral vendor that isn't tied to a single manufacturer. The ability to support multiple platforms is a positive compared to other solutions.

Clifton Whitehurst  
HCS Systems Architect

### HEALTHCARE CYBER SECURITY FOR A HYBRID ENTERPRISE

At UNC Health, Commvault protects the hybrid environment.

Currently, the team is also working to extend Commvault to protect Epic, their electronic health records (EHR) software.

"Cloud backups stay in the cloud. That's one less headache for us," Whitehurst said.

### KEEPING UP WITH HEALTHCARE INDUSTRY REGULATIONS

Commvault also helps UNC Health keep data retention, security, and privacy compliant with healthcare industry regulations and internal guardrails. It encrypts data in transit and at rest, helping protect sensitive patient and operational data from unauthorized access. Then, role-based access controls ensure that only authorized personnel can access or manage backups.

Backups also remain immutable, preserving data integrity. Moreover, Commvault comes with built-in auditing and reporting tools for visibility into backup and recovery activities and easier compliance with HIPAA and other healthcare-specific regulations.

Fine-tuning UNC Health's backup strategy has taken some time and thought, but Commvault has been there to help. As a Commvault customer, UNC Health collaborates weekly with a dedicated account manager to resolve any open issues, plan new projects, ensure ongoing compliance, and discuss strategy to maintain its cyber resilience and efficiency.

"Commvault plays an important part in modernizing our backups, customizing the solution for our environment, and facilitating it all," Whitehurst said. "The people at Commvault have been great to work with and have been with us every step of the way. It's a good relationship."

## CONSOLIDATING DATA PROTECTION WITH COMMVAULT

UNC Health has chosen to enhance its enterprise-wide data protection with Commvault.

"Commvault has become a critical part of the UNC Health infrastructure" Whitehurst said.

They reduce the time, complexity, and risk of managing multiple solutions and boost their ability to respond quickly to outages or attacks. So far, that has meant exceptional recoverability.

"As long as we know where a file is and how long ago we need to go back, we've hit 100% recovery success," Whitehurst said.

With built-in compression and data deduplication, Commvault also expedites backup times, freeing the team to focus on optimizing data protection.

"We're backing up in half the time it took before, so we can do more backups now," Whitehurst said. "We're also meeting our service-level agreements for backups, so that's a positive."



**We're backing up in half the time it took before, so we can do more backups now. We're also meeting our service-level agreements for backups, so that's a positive**

Clifton Whitehurst  
HCS Systems Architect

---

## Commvault® Cloud

Cyber resilience for the cloud-first world, with the first platform built to enable continuous business

[Learn more.](#)