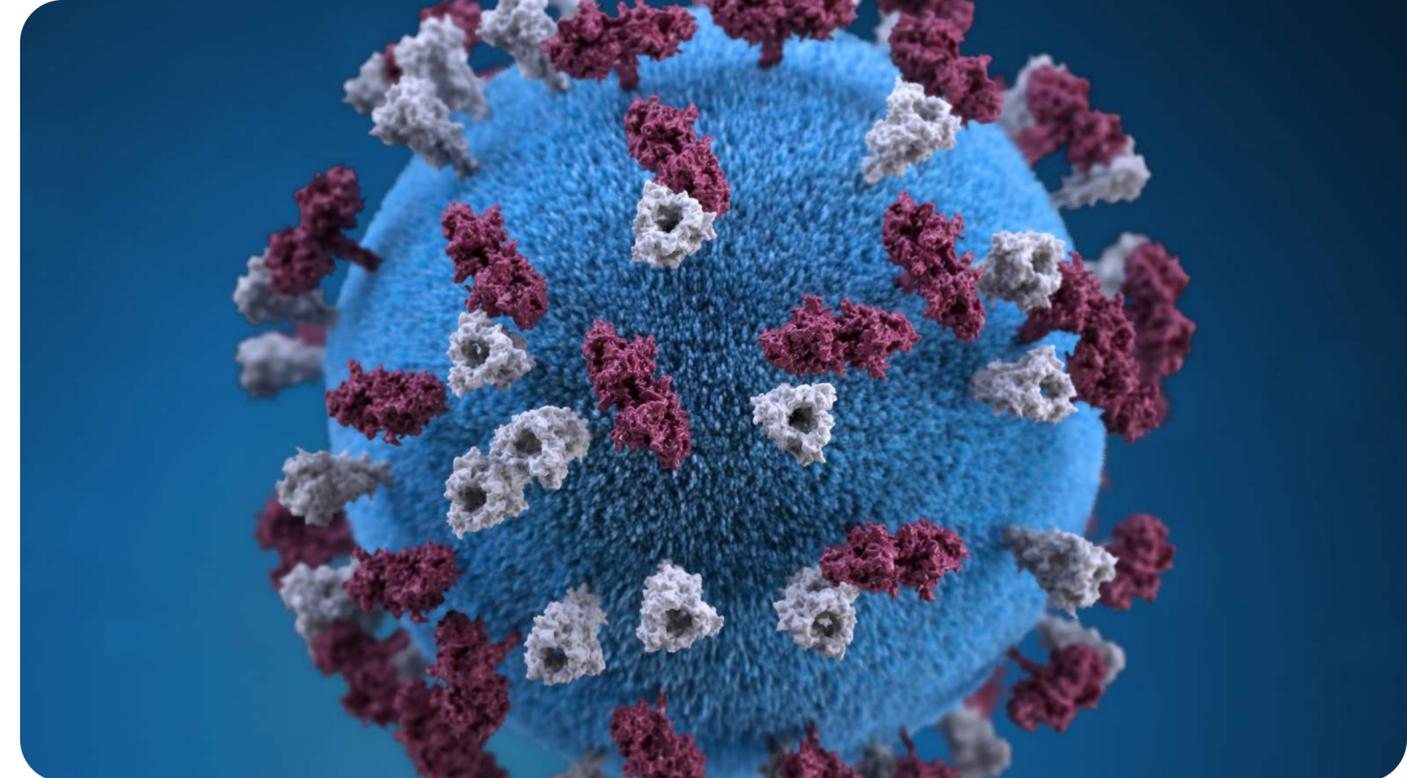




State Dept. of Health and Human Services Case Study

Protects Critical COVID-19 Vaccination Data Generated in Salesforce



Profile

The state's Department of Health and Human Services (DHHS) manages health and human-related services for its state's citizens. The Department works closely with health care professionals, community leaders and advocacy groups; local, state, and federal entities; and many other stakeholders on health-related initiatives, including tracking and managing COVID-19 vaccination data in Salesforce.

Company

State Department of Health and Human Services

Industry

Public Sector / Healthcare

Deployment

GRAX Enterprise on AWS

Challenge

Capture and protect frequently changing critical COVID-19 vaccination record data for residents.

Solution

GRAX provided DHHS with a Salesforce data backup and recovery solution that fits their data recovery plan and business continuity needs.

Result

DHHS protects its mission-critical patient vaccination data while supporting their 1-hour RPO standard and HIPAA compliance requirements for PHI and PII data.

Challenges

Managing and distributing COVID-19 vaccinations is one of the most crucial and difficult tasks facing governments across the world. As the pandemic rages on with new variants, it is only getting more challenging.

The state's Department of Health and Human Services is tackling this through the deployment of a COVID-19 vaccine management platform. Built on Salesforce, this platform is a cloud-based system that securely tracks a citizen's vaccination journey from registration and appointment scheduling to vaccination administration, including type, place, and time.

Forty thousand people across the state and local government agencies, care providers, hospitals, and pharmacies feed data into and access the system on a regular basis. With so many systems and people accessing the vaccine management platform, the chance of human error with records being inadvertently changed, deleted, or overwritten is high. If this happens or the entire platform on Salesforce goes down, vaccination data loss can be permanent.

To protect against this, the state needed a way to backup, retrieve and restore their vaccination data. "Salesforce's backup capabilities were very limited, so instead, we had a dedicated person spending one full day every week manually backing it up and then sharing it to a shared drive," said their Salesforce administrator. "But that wasn't frequent enough to protect against loss of patient and vaccination records."



How did GRAX change things?

Products



Backup & Restore

Backup, recover, and access all historical Salesforce data.



Time Machine

Navigate changes in your Salesforce data over time.

Solution

After evaluating several SaaS backup and data protection providers, the state's Department of Health and Human Services chose GRAX as their Salesforce data backup and recovery solution. Not only is GRAX designed to work with Salesforce seamlessly, it uniquely enables the state to automatically backup vaccination data into its own Amazon Web Services (AWS) cloud storage – rather than a 3rd party vendor's cloud data storage. This provided much-needed control and support of HIPAA compliance standards for their important PHI and PII health data.

The state successfully runs backup jobs of 47 objects' data and metadata at various frequencies. GRAX provided them flexibility with their backup frequency so that it can be set based on how often a specific object is updated or records are added and changed. Some mission-critical COVID-19 data, including appointments, proof of vaccination, and contacts, are backed up hourly. Others are once or twice a day, twice a week, weekly, or monthly as needed.

Results

Protects Critical Data

Instead of backing up the COVID-19 vaccination platform data on Salesforce just once a week – and risk losing everything added or changed since the previous week, the state department can now capture their data at the highest frequency (1-hour RPO). They also have the flexibility to easily configure and alter the backup frequency of different objects as their data management needs evolve.

Ensures Data Availability

The state department gains complete ownership over their COVID-19 vaccine data by backing it up directly into their own cloud environment. By enabling the state to use their own AWS storage, GRAX helps ensure their backup data is instantly available and can be readily restored, going back to any point in time.

Saves Time

It no longer requires a full day to backup data. With GRAX, aside from their annual performance test, it takes just takes 10 minutes and is done automatically. The person who had been manually backing up the state's data is now freed up to focus on more strategic initiatives.

“GRAX makes it easy for us to securely backup and restore all of our COVID-19 vaccination data, giving us the assurance and peace of mind needed in these challenging times.”

– Salesforce Administrator

About GRAX

Trusted by Global 100 Customers, GRAX is the new standard for how customers protect and reuse their Salesforce data.

Get started

