



Candi Sibley, Information Technology Coordinator

In Their Words

We Trust IT-Lifeline to Safeguard Our Data and Assist with Recovery

We've been part of the Northwest healthcare community for more than 50 years. It's a credit to the vision our physician-founders had for Spokane and our region that InCyte Pathology is an essential provider of laboratory services today. Our anatomic pathologists serve hundreds of physicians and their patients, and we provide oversight services to 20 medical hospitals and clinics in Washington and Idaho.



Our good name depends on professionalism, diagnostic excellence and reliability—our practitioner-customers can both trust our results and know we appreciate how vital timely turnaround is in the life of a patient. Our pathologists combine analytic rigor with the advantages of a state-of-the-art facility to deliver diagnostic value to the healthcare community.

As InCyte Pathology's Information Technology Coordinator, my goal is to ensure our computing capabilities support our healthcare mission and that the record of our efforts—customer data and operating information—is secure and accessible. To guarantee that outcome, we went to IT-Lifeline for Business Continuity & Recovery Services.

Our IT infrastructure is comprehensive and optimized for InCyte's exact requirements. Our core medical software and customer data, and a variety of Windows business applications, reside on multiple servers. We have the requisite number of PCs and laptops on a network across the organization. Before we moved to IT-Lifeline for business continuation, our IT staff backed up our critical data to tape and stored it off-site. This approach required a great deal of TLC from our IT staff. Although it served our immediate purposes, we suspected reestablishing our environment in the event of failure would be easier said than done.

Working with a high quality regional provider has been an eye-opener. From the outset, the rapport we established with IT-Lifeline experts was remarkable. It is much more like a partnership of motivated equals than a simple business relationship. Getting us up to speed hasn't gone without a hitch or two—we expected that. However, the IT-Lifeline experts aren't your everyday problem solvers. For example, we've agreed on how a problem should be resolved only to have them call us back a half hour later to suggest an even more elegant and typically less costly approach. Money can't buy that kind of service.

The proof of the value of our association with IT-Lifeline is our ability to restore our critical systems. Testing the integration of our technical engineers, IT-Lifeline engineers, and all required standby systems at the IT-Lifeline Recovery Center is a continuous process. Our last official end-to-end information technology continuity test was in September, 2008. That proved to be the benchmark event of our ability to recover our systems from the IT-Lifeline Recovery Center. Our IT staff performed a successful restart, and a contingent of our lab and business staff exercised applications using real data, while executives observed. The operation was a complete success, an outcome that proved beyond doubt that our environment is secure and that IT-Lifeline is definitely money well spent.

A condition of our College of American Pathologists certification requires we be able to recover our enterprise very quickly. There's no doubt in my mind that we can achieve our recovery time objectives with IT-Lifeline's assistance. I would recommend IT-Lifeline's services to anybody.



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