



# Are you ready for the crash?

By Joseph Allbeury

**D**ental practices, like every other business, have come to rely on computer systems. Most practices computerise patient records, appointments and financial records and many also store images, x-rays and scanned documents electronically. The benefits of doing so are very real in terms of efficiency of accessing the information from both within and outside the premises and also a reduction in physical storage space.

Electronically stored information is thus a very valuable asset of any practice and needs to be protected. Like paper records, computers can be destroyed by fire or flood; a further danger with computers, however, is that they are also a target for theft and components such as hard disk drives inevitably fail.

Statistically, a hard disk drive crashes every 15 seconds; 2,000 laptops are stolen or lost every day; 31% of PC users have lost all of their PC files to events beyond their control; 44% of data loss is caused by mechanical failures; 15% or more of laptops are stolen or suffer hard drive failures; and 1 in 5 computers suffer a fatal hard drive crash during their lifetime (the overall average failure rate of hard disk drives is actually 100% - all drives will eventually fail!).

It makes sense, therefore, to expect at some time in the future your computer system will suffer a catastrophic event. It is a given. How well you will fair subsequent to this event will depend on the steps you take today to ensure you can recover and continue to operate. Further, your ability to do so in a quick and efficient manner will significantly reduce your level of stress.

So the question is what to do?

"Dental practices are generally aware that they need to protect their information by making backup copies," says Kent Johnson, Business Development Manager for Just4Dental, "but like many businesses, they struggle to execute an effective overall business continuity strategy that ensures they are ready for any eventuality.

"A common issue is that practices believe they are making a backup but for whatever reason, it is continually unsuccessful. One practice thought they were backing up their files for two and a half years; however, they were actually only backing up the program files, not the contents.

"Practices that do take regular backups successfully often do not store the backed-up information away from the practice.

"We see many cases where practices believe their data is protected but time and again, this is not the case."

## Replica automated monitored off site backup system

- Costs \$60 per month for 10Gb of backup data (first month is free)
- Set and forget backup system - automated, monitored, local & offsite data backup for security and ease of recovery;
- Suitable for workstations, laptops, servers, networks;
- Uses military grade encryption and stores data locally and on two geographically separate backup servers;
- Meets National Privacy Principles compliance requirements.

Mr Johnson said that while backups were critically important, the knowledge base in dental practices was typically focussed towards excellence in clinical and patient care, not information technology.

The Replica automated monitored off site backup system Mr Johnson offers is a set and forget turnkey solution that delivers the 3 "must-haves" for a backup system:

- It must store the backup data locally and offsite - in case the building burns down or PCs are stolen or destroyed;
- It must be automated - in case you forget to do it; and
- It must be monitored - in case it fails.

"A lot of thought has been placed into Just4Dental Replica and a lot of technology,"

Mr Johnson said. "It is designed for any business that wants a set and forget backup system. You literally install the software and if there is ever a problem with the daily backup, the monitoring system notifies you by email so any issues can be addressed."

Setting up Replica has been made as easy as possible too. You simply insert the CD (available in this magazine or by calling 1300-767-487) into your Server or laptop. The auto-run software will assess your computer for compatibility, ensuring your operating system is up-to-date and that an internet connection is present. Common necessary updates such as SP2 and .NET 2.0 are included on the CD. It will then ask you to select the files you wish to back-up using an interface similar to Windows Explorer. Replica costs a minimum of \$60 per month for an initial allocation of 10Gb of data and the company recommends critical data such as patient records, practice management information, etc, be given priority.

Once in operation, the software automatically encrypts and copies any information that has changed during the day, initially storing it in your local secure database and then transmitting it securely across the internet to two separate secure data centres between 10pm and 5am.

If you lose a file, you can retrieve it immediately from your secure local database. Or if your computer is destroyed, as soon as you have a replacement, reload Just4Dental Replica software, connect to the internet, and the backed up data can be quickly restored.

"Imagine you were a dentist using our product who had their laptop stolen while travelling overseas to present at a conference. Instead of panicking, they simply purchased a new laptop and we restored the data via the internet including the presentation they were about to give. Imagine the stress and the subsequent relief you would feel when you realised the power of Just4Dental Replica!"

*For more info, contact Just4Dental on 1300-767-487.*