



AXEZ provides even more security with GuardData Off-site Backup:

“Patient and client data is now even more secure!”

Today, it has become even more important than ever to secure your organisation against cyber-criminals, especially when you are processing sensitive patient and client data on a daily basis. The Dimence Groep, an organisation offering mental health care and social services, and committed to improving the well-being of people, knows this like no other. So to increase the protection of sensitive data against ransomware, the Dimence Groep called in the help of IT service provider AXEZ, which realised an *offsite* backup that can even recover data from up to six months ago should a cyberattack occur.

The various foundations that are part of the Dimence Groep are dedicated to improving mental health care, social participation, and the well-being of patients and clients in the areas they work in. The organisation focuses mainly on (young) adults and the elderly (65 +), as well as on family and friends of patients and clients, and operates in the regions of Deventer, Zwolle, and Almelo. The group consists of six foundations that are active in different healthcare disciplines. This means that the data of hundreds of patients and clients are consulted, modified and shared on a daily basis. Needless to say that all this data must always be stored securely.

Prevention of ransomware attacks

“One day, one of our employees clicked on a fraudulent link in a phishing email. Fortunately, we were able to repair the damage quickly with a normal backup”, says Tim Smals, Senior System Administrator at Dimence Groep. At the same time, the organisation is aware that cyber-criminals are getting smarter and attacks are happening more extensively and widespread. “After the ransomware attack on Maastricht University, our fears increased. And although we do a lot internally to improve our cybersecurity – like carrying out phishing tests – we were not prepared for an intelligent attack whereby hackers had been hacking into the system for months and infected backups,” Smals adds. That is why the Dimence Groep decided to call in the help of AXEZ.

Data safely stored on the AXEZ GuardData platform

The Dimence Groep now runs completely on HPE servers, delivered and configured by AXEZ. Two of the Dimence Groep locations, Zwolle and Deventer, have already implemented an on-site backup solution. This means that the backup data is in the same physical location as the working data.

““Thanks to GuardData Offsite Backup and the help of AXEZ, we know for sure that our business-critical data won't end up on the street!”

Tim Smals, Senior System Manager at Dimence Groep

Having only onsite backups means that there is a risk that the data stored in both Zwolle and Deventer could be infected by a ransomware attack”, says Jeroen Beijck, Solutions Architect at IT service provider AXEZ. To avoid this, an additional, *off-site* backup is needed.

“We run about 200 servers that we backup ourselves”, Smals says. 50 of those 200 servers, which contain business-critical data and systems that are not so easy to restore, are now backed up monthly to AXEZ. “This can be done with Veam Cloud Connect, from the GuardData platform”, says Beijk. GuardData is the AXEZ private cloud platform based entirely on HPE hardware and management tooling. “The service sends the backup via the internet to the AXEZ data centre”, adds Beijk. If an intelligent attack were to take place today that would bring everything to a standstill, then the IT service provider would be able to restart a large part of all Dimence Groep data and applications. “We can even retrieve data from up to six months ago! That way, we can be sure that our business-critical data will not be accessible to all and sundry”, says Smals.

Thanks to AXEZ, the Dimence Groep also complies with the all-important NEN 7510 and ISO 27001 healthcare standards. With the NEN 7510 certification, the Dimence Groep demonstrates that we are taking appropriate technical and organisational measures to protect personal data against loss or any form of unlawful processing. The ISO 27001 certification, on the other hand, guarantees that the Dimence Groep protects the confidentiality, availability, and integrity of all data within their organisation.

“*The collaboration is pleasant, informal, and smooth. Besides that, the consultants of AXEZ have the required knowledge and expertise.*”

Tim Smals, Senior System Manager at Dimence Groep

Client for 10 years

Smals has nothing but good things to say about the collaboration with AXEZ: “AXEZ is actually our go-to knowledge partner for hybrid solutions. We have been buying our HPE hardware from them for ten years! And we can always turn to AXEZ for advice and expertise”. The Dimence Groep especially appreciates the fact that the consultants at AXEZ respond quickly to questions, think along proactively, and are true experts in their field. “The collaboration is pleasant, informal and smooth. AXEZ also really helps us with its knowledge of hardware and systems”, says Smals. “Another practical aspect are the evaluation meetings after the completion of a project. This immediately tells us what we can do better in the future”, adds Beijk.

So what about the future? AXEZ is currently renewing the virtual infrastructure at the location in Zwolle, which has already been completed in Deventer. The replacement of various software components is also on the agenda.



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