

# Paragon Software Group - Case Study

## Hard Disk Manager/Technician License



### Global Medical Equipment Field IT Engineers Choose Paragon's Hard Disk Manager Solution for Superior Disaster Recovery Capabilities



#### Industry

Medical Equipment Devices

#### Key Challenges

Needed to replace disaster recovery software with more advanced and more cost-effective solution.

#### Environment

Windows-based servers and workstations (2000 thru 2012).

#### Software Solution

Paragon Hard Disk Manager Server, Professional, and Technician License.

#### Business Benefits

Average restore time was reduced, all technicians used same tool with more reliable and predictable outcome. TCO was reduced.

The world's largest medical equipment manufacturer needed a disaster recovery solution for thousands of cardio-monitoring systems worldwide. The goal was to enable their field technicians to restore systems quickly and reliably after a hardware or software failure.

#### The Challenge

The multi-billion dollar company decided to replace its current Symantec solution with a product that would be able to support their field technicians better in their daily tasks, reduce downtime of these critical systems, and do all of this at a lower cost.

Not being satisfied with their current solutions, the IT director set out to find a replacement. After rigorous testing and evaluation of all top-tier products in the market, Paragon Hard Disk Manager was chosen based on its feature-rich capabilities resulting from 20 years as a technology leader in the imaging/DR space, the company's experience with large and complex projects, and the quality of the customer and technical support.

#### The Solution

Each new cardio-imaging machine is shipped with a boot disk of the system. This allows the hospital IT staff or one of the company field engineers to quickly restore the machine in case the system goes down.

For machines already in the field that do not have HDM installed, the company decided to license their IT field technicians, which enables them to walk up to any machine and restore it quickly and reliably by re-imaging the drive either from a backup image provided locally or through the network. With thousands of technicians in the field globally, the Technician License is a very convenient and cost-effective solution.

Not only was Paragon HDM more powerful in its restore options than its more expensive predecessor, it also provided more flexibility from a logistical perspective, and significantly reduced the average recovery time. To get the field techs up to speed on the software, Paragon provided free online training sessions for their field engineers and helped the company create a process guide and a manual for the company to distribute to its customers and its field technicians.



#### Paragon Software Group

15615 Alton Parkway, Suite 400  
Irvine, CA 92618, USA  
Tel. +1.888.347.5462

[www.paragon-downloads.com](http://www.paragon-downloads.com)