



CLIENT CASE

Heilig Hart Tienen

protects healthcare data and M365 environment

with immutable cloud backups

Heilig Hart Tienen is a regional hospital where reliability and continuity of the IT environment are not nice-to-haves, but an absolute requirement. When patient data and critical care processes are at stake, the bar for data protection is exceptionally high. The IT infrastructure team of four is responsible for the entire technical landscape: PCs, servers, networking, storage, and all underlying systems.

Key takeaways

Challenge

Growing backup needs combined with insufficient on-premises storage capacity and the need for an immutable backup in the context of NIS2 compliance and increased cybersecurity requirements in the healthcare sector.

Solution

Expansion of the existing Veeam environment with immutable cloud backup via Wasabi, with Epact taking responsibility for management.

Result

A retention period extended from 14 to 30–35 days for servers and 1 year for M365 data. This gives the hospital a secure vault for critical healthcare data and a proven recovery process that works simply and quickly in practice.

CONCLUSION

For Heilig Hart Tienen, the choice of a managed cloud backup (for both servers and M365) with Epact and Veeam was a logical step in their growth path toward a more robust and compliant IT environment.

The trusted partnership, local presence, and technical expertise of Epact made the difference.

THE CHALLENGE

More security, more capacity, more compliance

The IT team at Heilig Hart had already been working with a backup environment on its own infrastructure, but the situation called for reinforcement on several fronts simultaneously.

First and foremost, there was the capacity question. The existing on-premises backup cluster no longer had sufficient space to store immutable backups locally. Expanding on-site proved cumbersome and costly, while the cloud offered a simpler and scalable alternative.

In addition, regulatory pressure continued to grow. As a healthcare institution, Heilig Hart Tienen falls under the highest category of security environments and must comply with the NIS2 directive.

One of the concrete requirements within this framework is having an immutable backup: an unchangeable copy of data that cannot be modified or deleted, even in the event of a cyberattack or ransomware incident.

Finally, broader risk awareness also played a role. A backup stored only locally is vulnerable in the event of a serious incident. An external, immutable copy in the cloud provides an additional safety net that enables rapid recovery when it truly matters.



THE SOLUTION

Immutable cloud backups with Veeam and Wasabi, managed by Epact

The choice of Veeam as a backup partner was straightforward: the hospital had been working with the platform for some time and had good experiences with it. What was missing was a suitable cloud destination for the immutable copy.

Epact introduced Wasabi as a cloud storage partner. Compared to the major public cloud providers, Wasabi offers a more local alternative at a competitive price, which is a relevant distinction for a healthcare institution with data protection obligations.

The implementation itself went smoothly. Epact connected the Wasabi cloud storage to the existing Veeam environment and handled all configuration and setup.

For the hospital's IT team, the decision to opt for a managed model was quickly made: Epact had all the expertise in-house, and the small infrastructure team could better spend its time than managing backups.



THE RESULT

Longer retention, proven recovery, and peace of mind

The impact is concrete and immediately tangible.

Where the hospital previously retained 14 days of backup history, the team today has access to a secure vault with 30–35 days of data for server workloads. For M365 backups, a standard retention period of one year has been put in place.

That extended retention has already proven its value in practice. Not for a full environment restore, but for precisely the cases that come up most often in day-to-day IT management: a folder that became corrupted, a file that was accidentally deleted. In those situations, the cloud backup provides a quick and straightforward solution.

The immutable nature of the backup also provides the assurance that the data in the vault is intact, even in the event of a ransomware attack or other security incident. This is not a theoretical consideration, but a concrete requirement within the NIS2 framework that Heilig Hart Tienen is actively working toward.

“My advice to other IT managers considering something similar is simple”, says Geert Boffé, Head of IT Infrastructure at Heilig Hart Tienen. **“Make sure your connection to the cloud is strong enough and that your firewall is properly sized. And truly collaborate with your partner – be open to their suggestions.”**

What is it like working with Epact?

“When we call Epact, the experts are immediately available. That is the advantage of a local partner: you have shorter lines than when you end up in an anonymous helpdesk somewhere.

The expertise of the team is also a major asset. We can rely on their knowledge and experience” says Geert Boffé, Head of IT Infrastructure at Heilig Hart Tienen.



Availability and accessibility are very important to us.

**Geert Boffé,
Head of IT Infrastructure
Heilig Hart Tienen**