

datacate⁴ CASE STUDY SERIES

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Donor Network West Meets Federal Mandates With Datacate Colocation



Donor Network West - a nonprofit organization serving Northern California and Nevada

In This Edition -

Datacate's VP Ed LaFrance speaks with JT Mason of Donor Network West, a nonprofit organ procurement and tissue recovery organization. Ed and JT discuss how Donor Network West utilizes Datacate's colocation services to meet federally mandated requirements for disaster recovery.



JT Mason, VP of IT, Donor Network West

Welcome, and thank you for reading Datacate's case study series! In each edition, we speak with a Datacate client to learn about their business, and how they utilize technology solutions from Datacate to solve problems and deliver services to their clients.

In this case study, Ed LaFrance speaks with JT Mason of Donor Network West, a nonprofit organ procurement and tissue recovery organization. Ed and JT discuss how Donor Network West utilizes Datacate's colocation services to meet their HIPAA and BDR requirements.

Ed: Hello JT! Tell us a bit about you. What is your role at Donor Network West?

JT: I am the Vice President of Information Technology for Donor Network West. I have been with the organization for 11 years and oversee all IT operations: infrastructure, communications, IT services, and data management. We operate on a 24x365 basis.

Ed: What is Donor Network West's mission - what services do you offer to your clients?

JT: Donor Network West is a federally designated nonprofit, 501(c)3, organ procurement and tissue recovery organization. Established in 1987, we serve more than 13 million people and connect a donor's gift to those in need in 45 counties in Northern California and Nevada.

Organ, eye, and tissue donation offers the hope to heal. The generous decisions of donors and their families allow us to recover and allocate organs and tissues for transplantation and research. We can carry out our mission of saving and healing lives thanks to our partnership with 175 hospitals, doctors, nurses, more than 500 funeral homes and 44 coroners and medical examiners.

Donor Network West is a Donate Life organization accredited by the Association of Organ Procurement Organizations (AOPO) and the American Association of Tissue Banks (AATB). We are also a member of Donate Life California and Donate Life Nevada.



Ed: Datacate provides your organization with colocation. What role does that play in your operations?

JT: We use Datacate as our primary backup and disaster recovery site. We established alternative Internet access separate from our primary network, and the colocation site provides a redundant secondary pathway for data traffic.

Ed: What are the specific needs and challenges that Donor Network West has for its colocation? What are the critical factors?

JT: We maintain backup servers and data at Datacate. The separation from our primary data operations provides independent operations in case of a disaster or significant emergency.

Ed: How does Datacate uniquely address Donor Network West's technology needs?

JT: With site independence, SOC 2 compliance, and HIPAA compliance, Datacate meets our federally mandated recovery requirements. Datacate is a 24x365 operation, just like us.

Ed: For how long has Donor Network West been using Datacate for colocation?

JT: We have been working with Datacate for four years now.

Ed: What has been your overall experience with Datacate as Donor Network West's colocation provider?

JT: Datacate's infrastructure has been solid. We have not had a single interruption in service in the four years that we have been using their colocation facility.

Ed: How would you rate the quality of service and support that Donor Network West receives from Datacate?

JT: Datacate has provided us with very consistent and reliable operations. Datacate's staff have been very helpful, knowledgeable, and responsive whenever we have needed remote help.

Ed: How would you rate the overall value of the services that Donor Network West receives from Datacate?

JT: Our experience is a 5/5.

Ed: How has Datacate's performance compared with other colocation vendors that Donor Network West has used?



JT: Datacate's staff have always been immediately available, which hasn't been the case at some of our past colocation sites.

Ed: What kind of end-user experience feedback does Donor Network West get from its clients regarding the services that it delivers via Datacate's colocation?

JT: This is not applicable in our case, as our colocation at Datacate is for internal use only. It's transparent to our clients.

Ed: Would you / have you recommended Datacate's services to colleagues and associates?

JT: I would recommend DataCate to anyone looking for a solid colocation service with personal attention that is also affordable. Datacate's service has provided us with much reassurance that our organization's data is in a good place.

For more information about Donor Network West's services, or to register as a donor:



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