



# From On-Prem Failure to Cloud Resilience in The DataBank Cloud

## CompuNet Clinical Laboratories




CompuNet Clinical is clinical laboratory partnered with DataBank after an on-prem system failure, moving OnBase to The DataBank Cloud to protect critical data, reduce downtime risk, and support future workflow improvements.



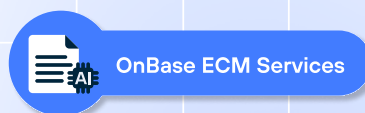
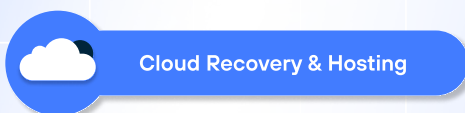
## Overview

CompuNet Clinical Laboratories, based in Moraine, Ohio, provides clinical testing for healthcare professionals and hospitals across the region. The laboratory offers more than **2,000** diagnostic panels and performs over **7 million** tests annually. To support compliance documentation and workflows, CompuNet uses OnBase. After an on-premise failure, DataBank helped the organization move to The DataBank Cloud and establish a secure, resilient hosting environment.

## Challenges

-  **Large Volumes of Data At Risk** – stored multiple terabytes of production and backup data locally. When the drives failed, the team was unsure if the data could be recovered.
-  **Business Disruption from Operational Downtimes** – System downtime interrupted key workflows, slowed the revenue cycle, and forced staff to rely on manual processes while recovery efforts were underway.
-  **Permanent Data Loss** – Because both production drives and backups failed, some organizational data was permanently lost.

## Solutions



# Implementation



# Key Takeaways

Downtime eliminated, storage scaled, and operational confidence improved through secure cloud hosting.



## Zero Downtime Achieved

No interrupted business processes since cloud migration.



## Scalable Storage Added

Expanded storage without new hardware or local database costs.



## Faster Migration Experience

**4-week** transition with minimal downtime and heavy lifting.



## Stronger Operational Confidence

IT gained peace of mind around system protection.



## Workflow Improvement Foundation

Supports billing, document retention, and future workflow improvements.



## Amanda Clark

Director of IT at CompuNet Clinical Laboratories

"Moving to The DataBank Cloud was a much smoother process. DataBank did a lot of the heavy lifting for us. It was easy, quick, and our organization had minimal downtime. We have a great partnership with DataBank."

## Results



Maintain secure, scalable hosting for critical laboratory systems with protected data, reliable uptime, and infrastructure tailored to CompuNet's operational requirements.



Continue improving billing, document retention, and related workflows supported by OnBase and The DataBank Cloud.



Support CompuNet's long-term vision to be the medical laboratory of choice.

## More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments. For more than **30** years, we have helped enterprises securely manage, process, and activate high value information at scale. Through DataBank IMX, clients can also leverage The DataBank Cloud to host and manage OnBase with secure infrastructure, migration support, monitoring, and ongoing upgrades.

Today, DataBank helps organizations modernize legacy repositories, automate document-heavy processes, and build stronger foundations for analytics and AI. By combining operational expertise with automation, AI, and cloud technologies, we improve accessibility, governance, and usability so teams can reduce manual work, act on trusted data faster, and achieve measurable outcomes without disrupting existing systems.