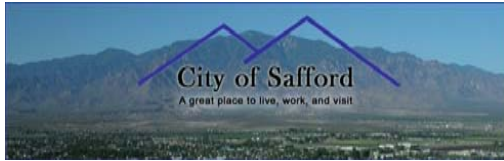


# **Continuous Availability Best Practices for Local Government**

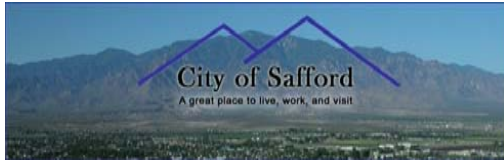
Derek Kruger  
IT and Communications Manager  
City of Safford, AZ



# About the City of Safford

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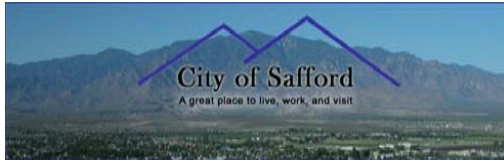
- County Seat for Graham County, AZ
- 9,300 in City and 32,000 in County
- Newest copper mine in North America
- Unprecedented Growth
- Provides Utilities to Citizens
  - Gas
  - Water / Sewer
  - Electric
  - Solid Waste



# The City's Challenges

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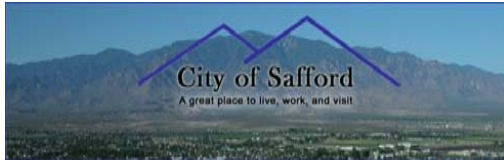
- Population Growth / Economic Growth
- Staff Growth
- External Workers
- 90 minute service commitment
- Police Force
  - With growth comes issues
  - Depend on in car cameras for court cases
  - Long term storage of data ~ 10 GB/year alone
- Expanding services to citizens
- Doing more with less



# IT Challenges

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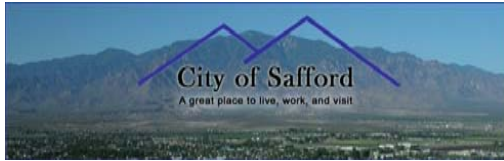
- Save time and manpower
- Reduce recovery time objectives (RTO) and recovery point objectives (RPO) while staying within budget
- Reduce Disaster Recovery (DR) scenario from two weeks to instantaneous
- Manage growing and divergent Data Lifecycle scenarios
- Transparency
  - Making information available in real-time to users internally & externally
- Continuous availability of Windows Apps and Data



# Continuous Availability and Data Protection

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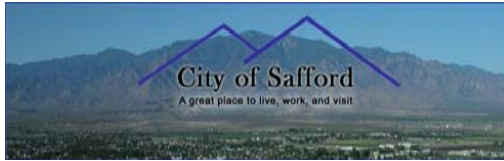
- Instant recovery
- Ability to recover at any granularity
  - Emails, files, databases, applications, servers
- Eliminate backup windows
- Rollback to any and every point in time
- Insured usable data recovery on the first attempt
- Guarantee consistent recovery times independent of data set size
- Automatically enforce data management policies



# Traditional Data Protection Applications Considered

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- Faster tape drive with tape backup software upgrade
- Array-based volume snapshots
- Array-based volume replication tools
- Host-based replication
- CDP appliances and technology



# Why Asempra?

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- Continuous availability and instant recovery
  - Exchange and SQL recovered as fast as 30 seconds after a storage failure
  - Applications are available while transparent recovery take place in the background
- Strong granular recovery capabilities
  - From individual files and e-mails to a complete server
- Solution is application aware and guarantees data consistency
- Dramatic savings and streamlining on IT processes and budget
- Provides ability to restore to a live production environment or alternate location



# BCS Deployment at the City

## City of Safford, AZ (pop. 34K)

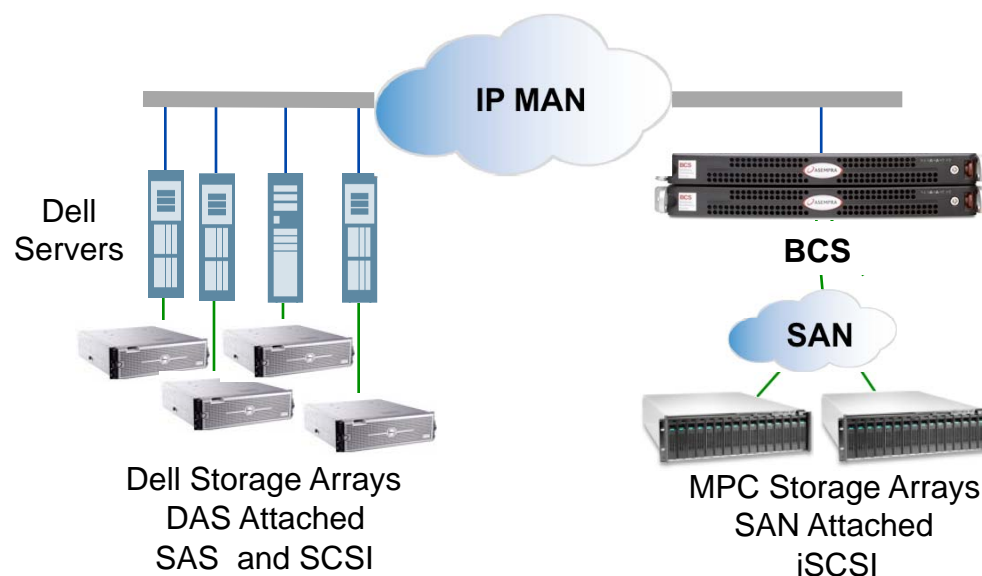
### • Problems:

- More than one day to recover from SQL and Exchange failures
- Data loss in between backups
- Needed fast solution to recover files and messages for legal cases

### • The BCS Solution:

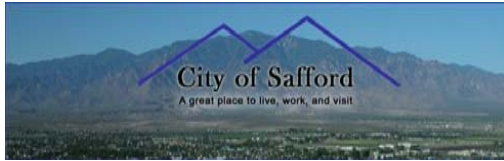
- Continuously protects Exchange, SQL, and file servers
- Restores individual files, e-mails, and complete volumes in seconds
- No data loss between backups
- Easy to use interface dramatically reduced time, cost and complexity of backup and protection

## Continuously Protecting Four servers - SQL (2), Exchange, Windows File Servers and 1 TB of data



**“The BCS has paid for itself already.  
Your product is amazing...”**

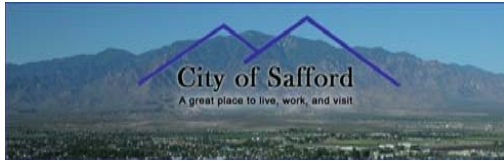
— Derek Kruger  
IT and Communications Supervisor



# Results – How it has helped us

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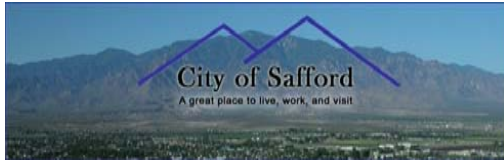
- Substantial improved recovery time SLA's
- Eliminated data loss
- Simplified recovery infrastructure
- Reduced business line recovery expense
- Lower cost acquisition than alternatives
- Reduced backup and recovery labor expenses



# Lessons Learned

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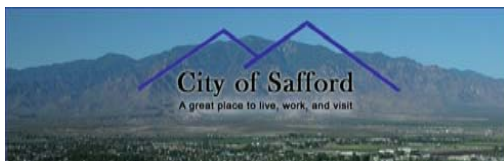
- Lesson 1
  - Recovery is not enough
    - Data consistency + application recovery = business resumption
- Lesson 2
  - Get to know your data
    - Implementation forces you analyze and reclassify data (what data needs CDP)
- Lesson 3
  - Vendor Solution and Business Strategy Alignment
    - Technology + features + roadmap = business requirements
    - Post sales support



# Recommendations

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- Look for a solution that:
  - Delivers continuous availability of applications and data
  - Maximizes the automation of recovery operations
  - Provides application availability during a recovery
  - Application aware to delivers insured data consistency and usable data on the first recovery
- Reduce cost
  - Acquisition of one product vs. multiple products
  - Operational cost is low and reduces impact on labor resources
- Innovative Technology
- The People
  - Post-sales service, support, trust
  - Partnership: makes me successful and solves my problems



# Contact Information

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