

## Case Study

# Mesa County Strikes Gold with CommVault Backup & Recovery, Archiving and Deduplication

## QUICK FACTS

### Industry:

- County Government

### Challenges:

- Backup and recovery process was arduous and unreliable.
- Need for more comprehensive data management, including seamless support for Microsoft, Novell and VMware environments.
- Legacy system also lacked reporting and centralized management capabilities.
- Rapid growth of document imaging system created need for economical archiving.

### Solution:

- CommVault Backup & Recovery, Archive Module, Deduplication
- Xiotech® Magnitude®
- Apple® Xserve® RAID
- Overland ULTAMUS RAID 4800 storage arrays
- Overland NEO 4200 tape library

### Benefits:

- CommVault's enterprise-class data protection has slashed full backup window in half while weekly administration went from six hours to 20 minutes.
- Centralized management and robust reporting increases efficiency of backups and restores.
- Integrated archiving facilitates more effective storage resource management.
- Deduplication will enable retention of three to six months of backups and archives.

## *Sanity Solutions Partners with Local County Government to Elevate Enterprise Data Management: Slashing Backups, Reducing Overhead and Retaining More Data on Disk*

### Customer Profile

Mesa County, located in western Colorado, is home to more than 120,000 people in 15 communities. Previously land of the Ute Indians, the discovery of gold and silver drew many to the area and by 1883 Mesa County was created with Grand Junction as the County seat.

As the largest metropolitan area between Denver and Salt Lake City, Grand Junction also serves as the region's banking center, health care services provider and retail trade center for Western Colorado and Eastern Utah. The population of the region is projected to grow nearly 23 percent by 2010, putting it in the top 10 percent of counties nationwide for population change.

In serving this thriving area, Mesa County's IT department connects 1,200 users and 20 sites over a state-of-the-art fiber optic network backbone. The 25-person department ensures the well-being of various information databases and online tools, including an award-winning geographical information system (GIS) as well as a web-based, document imaging system for recording and maintaining all public records dating back to 1883. According to Jeff Sharp, network administrator for Mesa County, technology innovation is an undercurrent that runs throughout the county's operations. "We strive to make it easy for county employees, local businesses and residents to have accurate information at their fingertips," he explains.

### The Challenge:

Over the past five years, Mesa County's production data has tripled, with 15 TBs of production data residing on 20 file servers. In addition to supporting the GIS and document

imaging systems, the IT department oversees Microsoft® Windows®, Novell® NetWare®, Novell GroupWise®, VMware®, Oracle® and SQL® applications. The team also supports a data management infrastructure, including Xiotech® Magnitude® primary storage, Apple® Xserve® RAID storage and tape-based backup.

As part of its overall data management strategy, the county traditionally performed nightly incrementals with weekly full backups of 6 TBs of mission-critical data.

However, the team found that its legacy backup software didn't meet the county's data protection needs. Since backup and recovery efforts were coordinated among three network administrators, Mesa County also wanted to have a global view of the entire backup process, as well as centralized management with granular reporting to pinpoint problems and summarize overall status.

### The Solution:

In March 2008, Mesa County approached Sanity Solutions, a Denver-based specialist in data management, backup and recovery, business continuity, security and infrastructure support. Having worked with Sanity Solutions since its inception, Mesa County turned there once again for data management expertise. "Sanity Solutions is a trusted partner with a lot of knowledge and hands-on experience," explains Sharp. "We knew they would help us elevate our level of data protection with a best-of-breed solution."

Sanity Solutions realized the county needed an enterprise-class data management platform that integrated seamlessly with Microsoft, Novell and VMware environments. The county

also required centralized management, granular reporting and cost-effective archiving. "After talking with Mesa County, we knew there were problems to solve beyond backup," explains Jason Cherveney, president and CEO of Sanity Solutions. "We felt CommVault was a great fit as it offered a whole data management strategy, with one technology and one interface for managing all their issues."

Mesa County briefly considered other products, but quickly came to the realization that CommVault was the best match. "CommVault could deliver a complete product suite, with backup, recovery, archiving and other functionality all built from the ground up to work together," says Sharp. "It made better sense from an ROI standpoint to invest in a more robust, intelligent, storage management solution."

Sanity Solutions guided Mesa County's deployment of CommVault data protection and archiving, along with Overland's cost-effective ULTAMUS RAID disk storage to house document imaging backups and archives. "Sanity Solutions served as the general contractor, playing a major role in coordinating the vendors and ensuring a seamless cutover," adds Sharp. "After two weeks of 'oohs' and 'ahhs' over the new CommVault console and feature set, we saw tangible proof of its benefits."

### The Benefits:

With CommVault, Mesa County quickly alleviated its backup pain as full backups now run concurrently and finish well within the 48-hour window each weekend, enabling the team to perform nightly incrementals according to schedule. Moreover, the centralized management console makes it easy for the county's three network administrators to coordinate operations while working as a cohesive but independent team.

The ability to generate both at-a-glance summaries and detailed reports is another big time saver, providing unprecedented visibility for troubleshooting, storage resource management and strategic planning. "Now, I spend about 20 minutes on Monday looking over reports instead of the six hours it took previously to oversee the process," Sharp says. "We now have the most intelligent, transparent and effective reporting and knowledge of our backup system."

Mesa County also leverages CommVault's archiving module to move data from the document imaging system onto secondary storage, thereby reclaiming valuable primary storage space. As a result, the county now retains an archive of the system along with 30-days of full backups on two Overland ULTAMUS RAID 4800 general-purpose storage arrays. "Mesa

County was able to migrate very economically from a monolithic storage architecture to a tiered approach with a multi-layer disk structure and much more efficient and scalable data management platform," notes Sanity Solutions' Cherveney.

When Mesa County upgrades its Novell environment to Open Enterprise Server (OES), they will take full advantage of CommVault's deduplication capabilities to further leverage disk-based data management. With deduplication, Mesa County will be able to eliminate duplicate copies of files and attachments found in both its backups and archives stored on disk. "Our goal is to retain the last three to six months of backups and archives," says Sharp. "With CommVault, we'll be able to hit a button and restore any data, whether it resides on disk or tape. Thanks to Sanity Solutions and CommVault, we have an industry-leading data management platform that can keep pace with our rapid growth and take us into the future."



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