

Local governmental agency protects critical data with Arcserve UDP appliances



CLIENT PROFILE

INDUSTRY: Local government
ORGANIZATION: Randall County, Texas
EMPLOYEES: 300



BUSINESS

Randall County, Texas serves core local government functions and maintains vital court documents and tax records for its citizens, employees, and other county governmental departments.

CHALLENGE

Randall County sought to replace its cumbersome tape backup system with a solution that was easily managed, exceptionally reliable, and able to provide the scalability, recoverability, and deduplication features they desired.

SOLUTION

Arcserve UDP appliances delivered the robust, all-in-one solution the Randall County IT department required. What's more, they were able to install and perform fully-operational backups the day their appliances arrived.

BENEFIT

The Randall County IT staff no longer spends several hours each day monitoring the success of its backups. Not only are they able to nearly instantly recover lost files, they've cut costs, as well.



BUSINESS

The local government agency of Randall County serves surrounding communities

While somewhat geographically isolated in Amarillo, Texas, the local government agency of Randall County is located in the hub of the panhandle and serves its citizens, as well as those of Oklahoma and eastern New Mexico.

Randall County employs approximately 300 people and attends to the typical business of a local governmental agency. While every organization's data is important to its operation, the data this IT department of six manages can have far-reaching, potentially devastating effects if lost. For instance, the loss of data related to a criminal case could mean a crime is left unpunished, giving the criminal the opportunity to reoffend.

CHALLENGE

Replacing a tape backup system that was long on both management and recovery time

With well over a dozen servers, 300 workstations, and nearly 800 TB of physical and virtual data, the Randall County IT department was stretched thin. Managing its tape backup system was inefficient and costly: multiple backup servers in multiple locations required close daily monitoring by staff to confirm data had been properly backed up.

Randall County needed a backup and recovery solution that they could confidently rely on to protect critical data and allow them to recover such data quickly. Their tape backup system was failing them on both counts.

As a governmental agency with budget considerations, there was also an eye toward cost-saving factors.

SOLUTION

Reliable, cost-efficient, plug-and-play data protection

After researching data protection vendor solutions for several months, Randall County chose to implement two Arcserve UDP 7300 appliances.



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– **Brandon Grubbs**, Director of Randall County Information Technology



Brandon Grubbs, Director of Randall County Information Technology, shares, "Nothing was as impressive as Arcserve. With its scalability, recoverability, and deduplication, it was just incredibly impressive and very easy to use."



Additionally, upon purchase of the Arcserve appliances, the product was quickly and smoothly deployed by the Randall County IT staff right out of the box. Grubbs says he and his staff, “Booted up, plugged in, and set them up for our environment. They were up-and-running the first day—and we had successful backups running on the first day.”

BENEFIT

Confidence in the ability to recover data with immediate cost-savings realization

Randall County quickly realized the time-saving benefits of Arcserve UDP appliances.



We would have to go physically find tapes or network storage. It was a nightmare just trying to find the information much less restore it. Implementing Arcserve has just been seamless, we've spent a fraction of the time on backups that we used to.

– **Brandon Grubbs**, Director of Randall County Information Technology



Grubbs recalls when searching for data on the tape backup system, “We would have to go physically find tapes or network storage. It was a nightmare just trying to find the information much less restore it. Implementing Arcserve has just been seamless, we've spent a fraction of the time on backups that we used to.”

Other cost savings were immediate. Randall County has significantly reduced money spent on very costly backup tapes, and Grubbs' confidence that the product will only continue to save them more money over time is evident by their recent investment in another Arcserve appliance, an Arcserve 8300 series. Because licenses are included with the Arcserve UDP appliances, they also have fewer contracts to manage.

The appliances' intuitiveness and flexibility has been an additional benefit. Grubbs noted, “If you can think of a way to do something there's probably a way to it within Arcserve from what I've found.”

Support has been timely, helpful, and refreshingly provided to him on a first name basis. And Randall County's IT department's ability newly found confidence to say, ‘Yeah we can get that right back for you,’ when data recovery is needed has been a pretty nice perk, too.

When asked if he would recommend Arcserve to other local governments, Grubbs responded, “I already have. I have already a few times.”

For more information on Arcserve, [please visit arcserve.com](http://arcserve.com)