

QUICK FACTS**Industry/Solution:**

- State government

Platform/File System:

- Microsoft Windows

Applications:

- Microsoft Exchange Server 2007
- Microsoft Active Directory
- SQL Server 2008
- Case tracking system, digital imaging and e-filings for police reports

Partner Hardware:

- HP and EqualLogic SANs

Challenges:

- Storage requirements are poised to double based on an influx of data, including digital evidence and e-filings as part of closer collaboration with law enforcement.
- Offsite tape rotation strained administration when tape management increased from 10 to 60 tapes each week.
- Rapid data growth taxed the existing storage infrastructure, creating the need for a SAN upgrade to accommodate escalating requirements.
- Ensuring data security is an overarching IT imperative as is maximizing budget expenditures for optimal ROI.
- Initial cloud storage solutions were costly and complex, as they required agents on each backup server.

Solution:

- CommVault® Simpana® Software with Integrated Cloud Connector that works seamlessly with Iron Mountain's cloud archiving platform.

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State Attorney's Office for Florida's 15TH Judicial Circuit Selects CommVault & Iron Mountain for Secure, Reliable Cloud-Based Storage

Customer Profile

The Office of the State Attorney for Florida's 15th Judicial Circuit, in and for Palm Beach County, is the state's second largest county and third most populous with more than 1.3 million residents. In serving this community, the office handles more than 100,000 felony and misdemeanor cases yearly while relying heavily on the latest technologies to facilitate information sharing and collaboration among more than 100 prosecutors, nearly 200 support staff and 27 law enforcement agencies.

This State Attorney's Office has gained an international reputation for its innovative solutions to support the pursuit of justice. Several years ago, the office developed a case-file tracking system using Radio Frequency Identification (RFID) technology to locate critical data in minutes. The highly successful "LoJack"-style file management system saves the office about \$50,000 annually by reducing the administration required to locate case files.

According to Michael McAuliffe, State Attorney for Florida's 15th Judicial Circuit, increased collaboration with law enforcement, including the Sheriff's department, requires a secure, direct line of communication. "Our relationship with investigative law enforcement is the lynchpin of our success," he explains. "This latest move to embrace cloud storage using CommVault and Iron Mountain technology is a great example of how technology can raise the bar in information sharing and process efficiency while lowering operational costs."

Data Management Environment

A dedicated, four-member IT department supports more than 3,000 users, including the State Attorney's Office and members of dispersed, investigative law enforcement teams. Staffers oversee 400 workstations and 53 servers, including HP blade, virtualized blade and ProLiant systems. The primarily Windows-based environment encompasses a variety of business-critical applications, including Microsoft SQL Server 2008 and Microsoft Exchange Server 2007. Two Storage Area Networks (SANs) from EqualLogic and HP provide storage capacity for the office's ever-increasing storage requirements.

As part of an overarching community commitment, the office constantly strives to automate manual processes and move case information forward quickly and efficiently. "We've recently embraced imaging and electronic filing of case information, which has fostered greater collaboration with law enforcement while creating a massive amount of information," says Dan Zinn, CIO for the Office of the State Attorney for Florida's 15th Judicial Circuit. "More than 100 officers are currently sending arrest files to us electronically and we expect exponential data growth in this area as others migrate to around-the-clock e-filings to accelerate the judicial process."

An increased focus on ensuring data safety and security goes hand-in-hand with the office's increased reliance on e-files and digital evidence. "We take every precaution

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Benefits:

- Moving backup data to Iron Mountain's cloud archiving platform using CommVault's cloud connector will deliver a 50 percent cost savings over traditional offsite tape rotation.
- Seamless integration between CommVault and Iron Mountain ensures simple, straightforward operation without requiring scripting or costly gateway appliances.
- Administrative overhead has been lowered by 20 percent, which frees the dedicated IT team to focus on more strategic efforts.
- Simpana embedded deduplication software provides up to 90 percent reduction in storage footprint; deduplicating data prior to backups enabled avoiding a \$60,000 SAN capital expenditure.

to safeguard crucial information," adds Zinn. "CommVault and Iron Mountain play major roles in this area as we will not compromise when it comes to providing a secure, reliable and scalable environment for managing, retaining and accessing all case-related data."

Challenge: The Case for Keeping Pace with Surging Data

Based on steady data growth from an ever-increasing influx of e-filings and digital evidence, the office estimates its storage requirements will double annually. The impact of this data explosion surfaced recently as the number of backup tapes typically prepared for offsite rotation jumped from 10 to 60.

To protect this crucial data, the State Attorney's Office leveraged long-standing relationships with CommVault for data management functionality and Iron Mountain for information management services. Previously, the team had migrated to CommVault® Simpana® software from Symantec Backup Exec to gain enterprise-class capabilities more suited for the surge in digital data. "We needed new tools for accommodating exponential growth and increased capacity to handle big backups," Zinn explains. "With Simpana software, it was apparent we could manage our data and storage infrastructure much better in the long run."

The State Attorney's Office relied on CommVault technology to automate daily backups of nearly 2 TBs, which then were offloaded to tape and shipped offsite to Iron Mountain. As data exploded, however, the backup process using Simpana software and offloading tapes to Iron Mountain took its toll as the tape numbers climbed.

According to Patty Heald, system administrator for the Office of the State Attorney for Florida's 15th Judicial Circuit, the time to process tapes also increased. "Managing a handful of tapes each week took a couple of hours, but processing 60 tapes each week started taking several hours every day."

To reduce the inevitable strain on administrative resources from the relentless uptick in digital data, the team began exploring other data retention options, including cloud-based storage. Moving backup data to the cloud could reduce the reliance on offsite tape retention, thus permitting valuable IT resources to focus on more strategic efforts. Also, the cloud would provide the scalability to accommodate ever-increasing data growth without dramatically increasing the existing storage footprint.

Still, concerns arose about moving into this uncharted territory as a number of factors required consideration, including cost and security as well as the effort and time to recover cloud-based data in a disaster recovery situation. Additionally, the State Attorney's Office needed sufficient network bandwidth to transfer data to the cloud without causing traffic bottlenecks. "We had initial reservations about moving data to the cloud," notes Zinn. "We're very security conscious, especially given the highly confidential nature of the criminal justice information we deal with. That said, the potential efficiency gains and cost benefits were very appealing, and we're accustomed to using cutting-edge technologies if they help us serve our community better."

Solution: Cloud Counsel from CommVault and Iron Mountain

As the State Attorney's Office began evaluating cloud-based storage options, CommVault announced seamless integration between its Simpana software and Iron Mountain's cloud-based cloud archiving platform. Having worked with Iron Mountain for 15 years, the State Attorney's Office had confidence in the company's focus on secure, reliable data retention. Likewise, CommVault was a trusted partner that played a major role in safeguarding critical case data.

"As soon as we heard that CommVault and Iron Mountain were working together to deliver a cloud-optimized offering, we wanted it right away," recalls Zinn. "Together, CommVault and Iron Mountain had a compelling solution for reducing the

complexity of moving and managing data into the cloud.” With CommVault’s new cloud connector, Simpana software could take full advantage of native REST over HTTP connectivity to move backup and archive data securely and transparently into, and out of, Iron Mountain’s cloud archiving platform.

The team felt CommVault’s cloud connector would be simple to deploy, as no complex scripting or gateway appliances were needed to connect to the cloud. As a result, five-to-one savings were realized over other proposed methods for moving backup data to the cloud. Moreover, CommVault’s embedded deduplication could be used to reduce redundancy, lessening the amount of backup and archive data transmitted to the cloud. The addition of deduplication also meant the office could reduce the burden on its existing storage infrastructure for increased cost reductions.

Both CommVault and Iron Mountain provided heightened security, which was another top priority. With CommVault’s embedded encryption capabilities, the State’s Attorney’s Office could easily protect all data, including email and file archives. Iron Mountain’s progressive security measures included AES encryption and VPN tunneling. “Both CommVault and Iron Mountain follow the latest standards as specified by the National Institute of Standards and Technology (NIST),” notes Heald. “We were confident in our ability to safeguard sensitive data that would be moved and stored in the cloud.”

The opportunity to work with trusted partners offered additional assurances. “Having existing relationships with CommVault and Iron Mountain, and seeing the two companies working together on this effort, made the decision easier,” adds McAuliffe. “I have a great interest in vetting new technologies that can save money because we are funded with taxpayers’ dollars. We performed a careful cost/benefit analysis, which helped us project cost savings of 44 percent by moving backup data to the cloud.”

Benefits: Unanimous Verdict on Cloud Storage Gains

The State Attorney’s Office moved forward with the CommVault/Iron Mountain cloud storage pilot project. The team performs regular daily disk-based backups of 2.5 TBs of data from 13 file and database servers and then migrates it to Iron Mountain’s cloud archiving platform using an encrypted network tunnel. Data is typically retained for 30 days and then is replaced with an updated copy. Additionally, data also is backed up to disk for expedited local file restores while tape-based backups are still leveraged to meet public records law requirements.

They also tested the speed and ease of restoring data from the cloud to ensure rapid data recoveries. “Response time is key,” says Zinn. “We can’t take days to restore a file when the court needs a response in minutes. Now, we can recover both disk-based backups and data archives from the cloud quickly and easily.”

With CommVault’s embedded deduplication, data management is streamlined further as the office reports a significant decrease in its storage footprint. “We’re achieving up to 90 percent reductions in redundant data with CommVault’s deduplication, which decreases the footprint before it’s backed up, sent over the network and stored in the cloud,” Zinn explains. “Deduplication helped us save at least \$60,000 in capital expenditures by avoiding a SAN upgrade.” The ability to use CommVault’s centralized management interface to handle deduplication as well as disk- and cloud-based backups also saves administrative time.

“Moving backup data to the cloud frees up 20 percent of my time,” comments Heald. “Now I focus on other IT projects as our backup data stored in the cloud is stable and recoverable.” Performing cloud-based backups is expected to shrink the daily backup window from 12 to four hours thanks to deduplication and increased network throughput.

Other benefits of moving backup data to the cloud include increased recoverability as daily offsite backups are replicated to multiple storage sites for elevated disaster recovery. This extra measure of protection is extremely valuable for the State Attorney's Office, which follows two benchmarks for disasters—seasonal hurricanes and potential man-made threats aimed at government buildings.

For the Office of the State Attorney for Florida's 15th Judicial Circuit, the move to cloud storage utilizing Iron Mountain and CommVault has set the stage for easy, reliable data storage that can scale with ever-increasing requirements. "We probably wouldn't have considered cloud backup right now without having CommVault and Iron Mountain as part of the solution mix," says McAuliffe. "The integration between these two platforms appears seamless, which I anticipate will lead to straightforward and cost-effective storage that ensures the delivery of accurate and timely information from my office to officers on the street."



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