City of Coquitlam

customer profile

Coquitlam

City speeds backups with EMC Avamar deduplication from Open Storage Solutions®

Challenges

Located in British Columbia's Lower Mainland just east of Vancouver, Coquitlam is the fifth largest city in B.C. with a population of just over 120,000. The city employs approximately 1,000 people and runs an advanced technology infrastructure that includes 24 x 7 online services for its residents and a city-owned 45-kilometre fibre-optic network that ties together three campuses housing Coquitlam's workers and government.

Like any large organization, Coquitlam generates a large amount of digital information that needs to be stored and replicated to ensure it can be retrieved when needed. Coquitlam's files include Microsoft Word, Excel and Exchange, Oracle database files and document management information in a VMware virtualized environment.

As the city grew, so did the size of its data transfers. Eventually the backups, which took place between two data centres, became unmanageable. A full backup to tape would take 24 hours, forcing the city to run smaller, incremental backups during the week and save the full backups for the weekend when there was more time available. Data transfers on the weekend ran up to six terabytes.

"We knew the amount of information we would need to move between the two sites would continue to grow and the backup windows would keep getting longer," says Darren Browett, Technical Services Manager at the City of Coquitlam. "We needed to find a solution that would significantly lower the size of our data transfers and get our backup windows back to a manageable timeframe."

Solution

Browett and his team turned to Open Storage Solutions®, a company that devises storage strategies addressing each customer's specific needs. In Coquitlam's case, Open Storage suggested EMC Avamar backup and recovery software with integrated deduplication technology to remove duplicate data at the source and reduce the size of the city's backups significantly.

"The problem with the city's backups was the volume of information travelling over the network," says Monte Oates, Account Manager with Open Storage Solutions. "They needed a solution that would dramatically reduce the amount of data being sent from the source data centre."

EMC Avamar removes redundant data at the source (client), providing fast, daily full backups by minimizing the amount of data that needs to be sent over the network to a central site. Avamar also deduplicates backup data globally across multiple sites and servers for cost-effective retention on disk. Single step recovery eliminates the hassle of restoring full and subsequent incremental back-ups, while daily Avamar server and data recoverability checks provide peace of mind.

By significantly reducing the amount of data transferred between sites, EMC Avamar eases the strain on networks, disk storage space and IT management. Organizations installing Avamar can save money on their wide-area network (WAN) costs, their disk storage and their management expenses.

"We had looked at other solutions, but they all deduplicate data only at the target, or central site, which didn't solve our problem," Browett says. "Avamar deduplicates backup data at the source clients, which lowers the amount of data travelling over the network and speeds transfer times."

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> **Darren Browett, Technical Services Manager, City of Coquitlam**

Results

Open Storage Solutions and EMC successfully deployed the Avamar solution just days after the software and hardware arrived at Coquitlam's data centre.

"We got incredible service," Browett says. "The installation went really well. We were very impressed by how smoothly everything ran. Our full backups went from 24 hours down to just one or two hours using Avamar. And now we run daily full backups that easily complete within the available backup window."

Coquitlam signed a services and support contract as part of its Avamar implementation, which has allowed the city to take a hands-off approach and concentrate its efforts on other tasks.

"The support has been excellent," Browett says. "If there's a major patch, EMC just uses WebEx to go into our system and does all the work for us. We haven't had to worry about anything."

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>
> **Monte Oates, Account Manager Open Storage Solutions**

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