

CASE STUDY >  
**LOCAL GOVERNMENT: CITY OF CARLSBAD**

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**CASE STUDY**

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**City of Carlsbad, Calif., leverages STORServer Enterprise Backup Appliance (EBA) to back up critical city records to the server and cloud simultaneous.**

The City of Carlsbad, Calif., is a scenic coastal community of nearly 107,000 residents located 35 miles north of San Diego. Covering 42.8 square miles—40 percent of which is dedicated to open space—the city includes three lagoons, miles of hiking trails and nearly seven miles of coastline.

But, like most cities—and states—across the country, the City of Carlsbad has faced numerous challenges when it comes to backing up its important records, from agenda bills to ordinances to financial information to databases. Solving its data backup, archiving and disaster recovery issues once and for all became a top IT concern for the picturesque City of Carlsbad.

**The Challenge:**

At that time, the city was using a combination of backup products from HP, Informix and Symantec. There were various servers at different locations across the city and all backups were performed locally on each server. Since it was simply not feasible for the IT staff to drive around each day swapping tapes, employees at each site had to manually change the backup tapes. As data grew, they sometimes had to back up to multiple tapes.

A major pain point for Carlsbad was that it could only back up certain directories at certain times and on certain days. It got to the point that some directories were only getting backed up once every couple of weeks. As data grew, Tony Loeffler, network infrastructure supervisor for the City of Carlsbad, and Gordon Peterson, the IT manager at that time, knew this problem was only going to worsen.

“Our biggest concern was that we didn’t have any kind of comprehensive backup—ever,” said Loeffler. “We would get files here and there every couple of weeks, and were often faced with having to tell city employees that we couldn’t recover their files.”

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**The Solution:**

So, the IT department began evaluating several different backup options. During this time, the STORServer Enterprise Backup Appliance was brought to their attention by local reseller. Right off the bat, Loeffler and his IT staff were impressed with the overall concept of the STORServer EBA. A fully integrated solution that includes industry-leading hardware, intuitive backup software and robust data protection technology sounded very appealing.

Each STORServer EBA is built to specifications that not only meet the user's current data protection demands, but is also scalable to meet the organization's ever-changing backup, archive and disaster recovery requirements. That scalability was what the City of Carlsbad needed.

Another aspect of the EBA that stood out was that it only backed up changes that were made to data. The old system was not designed to do that. Loeffler trusted the concept of the Appliance, especially knowing that it was built on IBM Tivoli Storage Manager (TSM), which has a great reputation in the data backup industry. STORServer has provided a TSM-based data backup appliance solution for more than a decade to hundreds of satisfied customers.

The final approval was made to implement the EBA. STORServer came out to the City of Carlsbad and helped Loeffler get the solution set up with the goal of getting daily backups and reducing manpower.

"Without a doubt, we got what we wanted," said Loeffler. "We got our backups going again, the way they should have always been done. We finally felt comfortable that our backups were working. Since then, we've never had a failure to restore something that was defined within our policy. We achieved what we were after without incurring any increase in costs or time."

Since implementing the STORServer EBA the City of Carlsbad has done a major data center consolidation bringing nearly all city servers to a single location. The concept remains consistent because of the large volume of backups they are doing now. There has been a 1,000 percent increase in the amount of data it is backing up, which is now being done in the data center.

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Having met their data backup demands thanks to the STORServer Enterprise Backup Appliance, Carlsbad officials turned their attention to the city's outdated disaster recovery plan. And again, they turned to STORServer.

At the time, the city's disaster recovery plan was two-fold: 1) tapes were stored off-site at Iron Mountain, and 2) copies were placed at a site four miles from the data center. There is a directive to keep city records for a specified period of time, and the records department needed to keep data stored in a database and file system. Following nearly disastrous fires and other threats, the attorneys wanted to make sure that the data was stored out of the region.

"When we started looking for solutions that would allow us to store data outside of the region, we approached STORServer with what we needed to accomplish," said Loeffler. "They were able to make the Appliance available through the cloud, so we started with backing up city records on one server."

**Results:**

STORServer ensured that the movement to the cloud was a seamless and painless transition for the City of Carlsbad.

"Throughout the past 10 years, our experience with the STORServer team has been exceptional," said Loeffler. "The EBA allows the City of Carlsbad to utilize the TSM system to back up more than 60 servers with minimal oversight. And now, with our backups to the cloud, we are assured that our critical city records are off-site every evening and out of the region for safe keeping. The biggest benefit about backing up to the cloud is that we don't even have to think about it at all as STORServer manages the cloud backups for us."

STORServer configures the server and host, and all Loeffler and his team has to do is ask how everything is going.

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**“There will be more emphasis placed on outsourcing and the cloud over the next few years,” said Loeffler. “Cities are going to start looking more and more toward the cloud for cost savings, especially in terms of backup and disaster recovery. My opinion is that cities need to be some place in the middle of having on-site backups and backing to the cloud. There is great potential for backing things up off-site.”**



## ABOUT STORSERVER

STORServer, Inc., headquartered in Colorado Springs, CO is a leading provider of data backup solutions for the mid-market. We offer a complete suite of appliances, software, and services that solve today's backup, archive and disaster recovery challenges. For more information on STORServer, please visit the company's website at [www.storserver.com](http://www.storserver.com).

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