



DTG HELPS

New York's Ontario County to Solve a Growing Backup Problem



Client

Ontario County
Information Services

Challenge

Find a scalable storage solution that would perform backups efficiently and was cost-effective given a recent server investment.

Technology Solution

Utilize both existing Data Domain DD630 systems and integrate an additional Data Domain DD670 with EMC Data Domain Boost software.

A Rightsizing Solution Leads to Faster, More Efficient Backup

First established in 1789, Ontario County is the gateway to upstate New York's Finger Lakes region and a center for winemaking, agriculture and tourism. The county seat, Canandaigua, is home to the Ontario County Information Services Department, the epicenter of the County's computer and telecommunications services.

In the summer of 2011, the Ontario County Information Services Department purchased two EMC Data Domain DD630 deduplication appliances to back up data from 42 different county departments, from 911 emergency services to tax and property data. The department put the two DD630 systems in operation for incremental backups on weeknights and for full backups—about 5 to 6 TB—on weekends.

Although the DD630 systems were performing well, the department was caught off guard when "we were notified that we needed to buy new backup systems because ours were too small," said Sean Barry, CIO for Ontario County. Whether the size mismatch was a result of cost constraints or unanticipated backup requirements, the lack of capacity was a problem that had to be solved immediately.

Ontario County Turns to DTG for In-Depth Consultation

Initially Ontario County considered trading in the DD630's for larger capacity DD Systems. However, this was a costly and unbudgeted solution. The Ontario County Information Services Department turned to DTG for consultation and advice.

"We were in contact with DTG long before we realized that our backup environment was in trouble," said Barry. "We liked that they were a local Ontario County business, so it was natural to contact them for a second opinion on the solution to our backup issues. With their strong EMC background it was a great chance for DTG to show us what they could do," said Barry.



Distributed Technology Group
6780 Pittsford Palmyra Road
Building #2 Unit B
Perinton, NY 14450
Phone: 585.347.2101
Web: dtg.com



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*Sean Barry, CIO,
Ontario County*

“When we went in to talk with Sean and his team,” recalls Jeff Evarts, DTG Account Executive, “we asked them ‘Where are your problems?’ ‘What are your issues?’ ‘How can we help?’ We took them down our normal path of discovery in order to find the best solution for their environment.”

But what’s normal for DTG is not always the case with other VARs. “Nobody had asked us these questions or asked us where our points of pain were,” said Roy Maggioli, Manager of Tech Support and Networking. “From the beginning, DTG put a lot of effort into trying to solve our problem.”

Finding a Way to Keep Existing Backup Systems Productive

DTG’s proposal was to retain both Data Domain DD630 systems and add the larger capacity Data Domain DD670 along with EMC Data Domain Boost software to optimize and accelerate traditional backup software interaction with deduplication storage. The proposed solution would not only save the county money, it would allow them to continue using their recently purchased DD630 systems.

“This was great news for us,” said Barry. “DTG was not only finding a way to get us to keep our existing systems, they were proposing a solution that was going to work. The DTG team put a great deal of effort into figuring out exactly what was going on and how we could fix it. They were committed to finding a way to ease our pain and presented us with a solution that we weren’t going to have to replace in a year.”

Today, Ontario County’s Data DD670 is about 33% utilized, leaving plenty of room for growth. “Eventually,” said David Moulton, Senior Network Engineer, “we’re going to have the DD670 offsite in our disaster recovery location. Some backups will go to that location, others will go to the DD630s and they will all replicate to each other. This will let our disaster recovery location have the same data as what’s in our data center.”

Almost immediately, the department began to see their backup speeds increase. “Thanks to the Data Domain Boost software, we’re able to do more backups at once,” said Moulton. “But what really shines is the replication speed. We can take one backup set and replicate it to the other one in just a few minutes. Previously, we would have to duplicate the data to tape, and it would take up to 5 days to complete all the tape writes. Now, our duplicates take less than an hour.” With Data Domain Boost, “we’re able to do more backups at once with less stress on our network. It’s a big improvement,” said Moulton, “one that allows me to do more at once.”

“DTG was genuinely interested in making sure that everything was running smoothly,” said Barry, “and they continue to stay in contact with us. They didn’t just install the system and disappear. DTG continues to be interested in our success and that ultimately translates into success for them as well.”

