

> Cork City Council increases efficiency and agility with optimised backups



CLIENT PROFILE

**Industry:** Local government  
**Company:** Cork City Council  
**Employees:** 400



**BUSINESS**

The council is responsible for delivering local services to residents of the city of Cork that improve the quality of life while sustaining a robust local economy.

**CHALLENGE**

The authority was running out of storage space and urgently needed to reduce the amount of capacity required for backups. It was also looking to reduce recovery times to safeguard the quality of public services.

**SOLUTION**

Arcserve® UDP protects 10TB of data across 56 virtual and 5 physical servers. Deduplication ensures daily incremental backups, which means 1.1TB of changes require only 142GB of storage.

**BENEFIT**

The council has freed up 3.5TB of storage capacity as well as IT time. It now has the capacity to provision new virtual servers and systems that improve staff productivity and the delivery of public services.



## BUSINESS

### A prosperous and sustainable city

Cork City Council is responsible for providing a diverse range of services to the 150,000 citizens of Cork, the second city in the Republic of Ireland. Council services are wide-ranging – from planning enforcement and road maintenance to providing housing for those in need along with leisure facilities, such as parks and swimming pools.

In tandem with its vision for a prosperous and sustainable city, the local authority's mission is to build a robust local economy in Cork. High-level goals include increasing employment and population by improving the attractiveness and capacity of the city.

## CHALLENGE

### Delivering reliable and sustainable public services

Like many local authorities, Cork City Council must operate within the limits of the resources it is allocated. At the same time it needs to be able to deliver reliable, modern and sustainable services to safeguard the city's future prosperity.

To maintain quality of service, the council's 400 employees must be able to access information they need at all times. However, increasing data volumes and technology advancements, such as virtualization, were putting the council's data protection measures under pressure.

Nora Smiddy, IS Operations, at Cork City Council explains, "In last two years, we have been moving from physical servers to virtual servers. We now have virtual servers for practically everything – Microsoft Exchange, SQL databases, our CRM system and our JD Edwards financial platform. However, we only had the capacity to back up our critical virtual servers using tape."

### Providing adequate protection while reducing storage

The authority had been using a traditional tape backup method to protect its file storage and a small percentage of its virtual servers on a daily basis. Other virtual servers were cloned on a monthly basis with a copy being saved to



We only had capacity to back up critical virtual servers.





the council's storage area network (SAN). Already requiring 2TB of storage, these clones were consuming increasing capacity within the data centre.

"Our SAN was almost at capacity but we were not financially in a position to buy a new one," explains Smiddy. "We needed a way to protect our environment and at the same time free up some space. We needed a backup solution that would allow us to stop creating the clones."

As the clones were only created on a monthly basis, it would have been impossible for the council's ICT team to recover more recent folders from virtual servers.

To address these challenges, Cork City Council needed to find a comprehensive and scalable backup and recovery solution that would ensure timely recovery of data across its hybrid physical and virtual environment without requiring additional investment in storage capacity.

## SOLUTION

### Efficient incremental backups to disk

Already a satisfied arcserve® Backup customer, the council decided to investigate the additional value offered by arcserve's latest products when its licenses came up for renewal.

To safeguard the growing volume of data and virtualised servers across the organisation, the council chose to complement its existing solution with arcserve® Unified Data Protection (UDP).

"Arcserve UDP is particularly suited for incremental backups to disk. Our previous solution only allowed full backups to tape," explains Smiddy. "It meant we would be able to back up our entire virtual environment every day if we wanted because it is incremental and does not take up lots of space."

The arcserve UDP solution protects data across 56 virtual VMware servers, including 10 Linux servers, and 5 physical Windows. A total of nearly 10TB of data is protected, including SQL Server databases, Microsoft Exchange mailboxes and a JD Edwards financial system. Deduplication means 1.1TB of daily incremental changes requires only 142GB of storage.



"Arcserve UDP is particularly suited for incremental backups to disk."





Every day arcserve UDP runs incremental backups on the council's most critical servers: 13 virtual servers and five physical servers. Less critical servers that do not change regularly – such as servers hosting network-monitoring applications – are backed up on a weekly or monthly basis.

## BENEFIT

### Freeing up 1.5TB of storage

Thanks to the new solution, Cork City Council has freed up 3.5TB of storage capacity. "We now have the space to provision new virtual servers and workloads," explains Smiddy. "We can replace older virtual servers and legacy versions of applications with new, more efficient systems. We have already installed a new CRM system, improving end user productivity."

Arcserve UDP's easy-to-use interface makes Smiddy's job much easier. She can see the status of all backups at a glance within a single screen. She adds, "It's much easier to keep on top of everything. We can also recover data more quickly and easily."

Smiddy also describes how the new solution has allowed her to make better use of the council's resources, "The solution has allowed other work to be dispersed across the team. Time has been freed up, allowing us to take on new tasks that will benefit the council and its users."

By modernising its backup and replication solution, Cork City Council has been able to:

Ensure continuous secure access to information

- Reduce storage consumption and costs
- Optimise employee productivity
- Improve operational efficiency.

"We can now make better use of our IT resources and we don't have to worry about data, which means we can safeguard the quality of service for both users and citizens," concludes Smiddy.

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