

## SPHINX PROVIDES FUTURE-PROOFED PROTECTION FOR MISSION-CRITICAL DATA AT BOSSIER CITY

### City of Bossier City

<http://www.bossiercity.org/>

### Industry

Government

### IT Profile

- LTO 6
- IBM iSeries

### Benefits

- Lower TCO for data protection
- Future-proofed archive with long-term reliability
- Data accessibility to meet mission requirements
- Faster backup and restores



## THE CHALLENGE

### “NEVER DELETE ANYTHING” STRESSED BACKUP AND STORAGE RESOURCES

“It’s all about the numbers,” said Roy Proctor, a senior technician at the City of Bossier City IT department. “You’re either trying to save more data, run backups faster, improve network performance, or cut costs to fit a budget.” The conundrum of making the numbers “work” is a challenge faced by every IT professional. Maintaining efficient operations with a strict budget is especially critical for local government organizations whose customers include thousands of citizens, city departments, and economic stakeholders.

For the City of Bossier City (Bossier), fast-growing data with no expiration date stressed existing storage systems. Backups were running past their allotted windows, and restoring data proved a complex, time-consuming process. At the same time, rapid data growth demanded more scalable storage for Bossier’s vital information. Much of the data had to be maintained indefinitely.

Although resource consolidation and limited budget constrained Bossier’s allowance for new technology, protecting valuable government information could not be ignored. Bossier needed a way to streamline data protection while maintaining long-term information at the lowest possible cost to fit its tight government budget.

## THE SOLUTION

### STRONGBOX® AND SPHINX™ EMPOWER BOSSIER TO KEEP AND PROTECT IT ALL, FOREVER

Bossier deployed two products to solve their backup, data protection, and long-term preservation

challenges. StrongBox Data Solutions StrongBox provides scalable, low-cost data preservation while SPHINX improves backup with Bossier’s existing environment, which includes IBM iSeries. Both products fit seamlessly into the existing architecture, delivering tangible benefits just days after installation.

### LONG-TERM PRESERVATION WITHOUT AN EXPIRATION DATE

Proctor is tasked with maintaining the city’s critical data for more than 500 systems, including sensitive government documents for which there is no statute of limitations. According to Proctor, “We aren’t keeping files just for 10 or 20 years; we’re keeping them indefinitely.” Having data accessible and portable is also important as many city departments need quick access to archived content. Bossier deployed StrongBox as its scalable, low-cost solution for long-term data preservation. StrongBox is a network-attached storage (NAS) appliance that reduces overall datacenter costs while simplifying long-term retention of fixed content and unstructured data, such as PDF documents, images, and video.

“The flexibility and simplicity of the system are really what sold us,” said Proctor. “It’s simple to expand as storage needs grow. Now we don’t have to go through the tedious tasks of having people groom their data continuously. We can save it all with StrongBox at a low cost.” Additionally, Bossier can custom tune data performance through StrongBox’s automated policies, allowing the organization to meet business requirements while improving “the numbers,” like performance, costs, and available storage capacity, for the entire IT infrastructure.

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**- Roy Proctor, Senior Technician at City of Bossier City IT Department**

#### **SECURITY THAT FITS GOVERNMENT REQUIREMENTS**

StrongBox makes it easy for Bossier to guarantee the safety of sensitive city information. Features like encryption and file integrity checks ensure that data written to the archive is the same as data read. Likewise, role-based access policies help Bossier maintain data confidentiality, only granting access to personnel with the appropriate security clearance..

#### **SIMPLER BACKUP THROUGH VIRTUAL TAPE**

With the long-term archive now under control, Bossier also needed a way to improve backups for the data that remained on high-performance servers. A 15-year veteran of Bossier’s IT department, Proctor needed a more efficient strategy for backup of their IBM iSeries midrange servers that already included IBM libraries with LTO tape. With increasing amounts of incremental backup data, processes exceeded their allotted backup windows and compromised network availability for other operations. Bossier deployed the SPHiNX virtual tape solution to automate and streamline backups in the IBM i environment.

SPHiNX is a virtual tape system that reduces the cost and complexity of data protection through automated and streamlined backup processes. With its unique features like support for physical tape and flexibility as an alternate IPL device, SPHiNX meets specific requirements for mid-range servers and open systems. Previously, an administrator had to physically swap out LTO tapes as physical backups ran, which proved very time consuming. With SPHiNX, the entire process is virtualized, automatic, and transparent. While physical backup tape is still needed to meet compliance regulations, SPHiNX has enabled Bossier to reduce the physical tape by almost 70 percent.

#### **IMPROVED SPEED AND AGILITY FOR RECOVERY DATA**

After deploying SPHiNX, Bossier saw a 30 percent reduction in the time needed for daily backups. “SPHiNX has really helped improve the speed of our backup operations,” Proctor said. “There’s almost no comparison to our previous method using physical tape. SPHiNX makes recovery about 100 times faster, which means less downtime so that I can get people their data almost instantly.”

Proctor serves more than a dozen city departments; finding time to service all of their data protection requirements had become a challenge. By automating processes and having instant access to recovery data, Proctor can ensure that departments have everything they need in order to help the city run smoothly. And now, Proctor can focus on mission-critical initiatives

rather than being tied down by tedious, manual processes. For municipalities like Bossier, more efficient backups mean better IT operations, which ultimately allow the city to better serve its citizens.

#### **THE BOTTOM LINE**

Faced with time constraints and limited budget, Bossier needed to keep its IT center lean and efficient to meet the needs of the many city departments and citizens it serves. The two unique solutions worked with Bossier’s existing infrastructure to improve overall network performance, reduce data protection costs, and simplify the preservation of irreplaceable data. “ETI-NET has been great to work with,” Proctor concluded. “The team has always been quick to respond and crafted a solution that really fit my situation.”

#### **ABOUT ETI-NET AND SPHiNX**

ETI-NET is the worldwide leader in backup of critical data for industries that never stop. We develop software which allows NonStop servers to access modern storage technologies. Now in our third decade of operation, ETI-NET enjoys a reputation for delivering leading-edge components to major data-centers globally. ETI-SPHiNX, a subsidiary of ETI-NET, offers a virtual tape solution designed to simplify backups and disaster recovery while reducing costs and improving efficiency.

Learn more about StrongBox at [www.strongboxdata.com/strongbox](http://www.strongboxdata.com/strongbox)

Learn more about SPHiNX at [www.etinet.com/sphinx](http://www.etinet.com/sphinx)

#### **ABOUT THE CITY OF BOSSIER CITY**

A growing metropolitan area with more than 62,000 residents, the City of Bossier City is located along the east bank of the Red River across from Shreveport in Northwest Louisiana. Diverse attractions in the area include Barksdale Air Force Base, home of the Air Force Global Strike Command, Eighth Air Force, 2d Bomb Wing and 307th Bomb Wing, as well as a unique mix of retail shops, restaurants, cultural attractions, casinos and horse racing. Featuring a mild climate, ample housing, a low tax base, Bossier City offers easy access by several major highways. Visit [www.bossiercity.org](http://www.bossiercity.org).



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**505 Maisonneuve West, Suite 400  
Montreal, QC H3A 3C2, Canada  
ETINET.com/SPHiNX  
1-514-395-1200**

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