**CITY OF BATON ROUGE** | PROBLEM SOLVED

NetApp® ONTAP® data management software and FAS8020 storage systems provide the City of Baton Rouge with a scalable solution to meet its everyday needs and fortify its disaster recovery system.

# NetApp Supports Growth and Disaster Recovery in the City of Baton Rouge

The need for always-on infrastructure for cities is critical: they can't risk having their police, fire, or public safety departments out of service, and employees need 24-hour access to information to do their jobs. That's true for the city of Baton Rouge, Louisiana's capital and second-largest city. To meet these needs, the city relies on NetApp ONTAP data management software and FAS8020 storage systems.

Usable space increased

**4×**

Failover is

**<1 hour**

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> "Every week our needs change and grow, and now we've got the infrastructure to meet those needs."

Eric Romero
Director of Information Services, City of Baton Rouge

"We can't afford to have any downtime with those systems, because they are critical in getting first responders to the place they need to be in the most timely fashion," says Eric Romero, director of Information Services for the city. "We need to quickly get them the information they require so they can make well-informed decisions in the field."

Like many cities shifting to digital operations, one of Baton Rouge's larger challenges is keeping up with expanding data needs and ensuring that data is always accessible.

About 4,500 city employees rely on quick access to information, including email, weather forecasts, and instant communication. "If we have any outage that lasts more than five minutes, we have 42 departments complaining they can't get email," says Romero. Those departments include Baton Rouge's court system, which is completely digital and faces huge storage needs as the number of court cases—and the documents associated with them—grow.

Due to budget constraints, IT wasn't able to refresh the city's mainframe as quickly as it hoped, which led the police, public works,

and emergency medical services departments to install their own systems. The city's older mainframe also put an extra burden on IT, which spent hours printing "boxes and boxes" of paper each night and then distributing reports to appropriate departments, according to Romero.

Additionally, the legacy storage solution had run its course, and was maxed out, "so we were moving things around just so departments could save files," Romero recalls. Storage constraints also meant Baton Rouge couldn't update its aging enterprise resource planning (ERP) solution or 911 system, or provide an adequate disaster recovery system during the city's frequent hurricanes.

Baton Rouge needed modern storage that was flexible, could operate seamlessly with no disruptions, and could scale as its data needs increased. It chose NetApp FAS8020 and ONTAP to power two data centers. NetApp's solution supports the city's existing and growing needs, along with its new ERP and 911 systems. It also allowed the city to consolidate multiple storage systems into one central structure.

## BUSINESS BENEFITS

- Made email access faster
- Saved taxpayer money by consolidating department systems
- Improved and sped up retention of court records
- Eliminated downtime and impact on application performance because ONTAP lets Baton Rouge reorganize storage structures without affecting current processes
- Quadrupled available storage space to handle growth

**■ NetApp®**

## RELIABLE DISASTER RECOVERY

A robust network with dark fiber and NetApp technologies has fortified Baton Rouge's disaster recovery (DR). The IT team has built redundancies into the system, with multiple servers to keep computing power consistent. With NetApp Snapshot™ software, data is reliably replicated between its two data centers. 🐦

Although they have not had to fully test NetApp's robust infrastructure, data replication worked flawlessly during a minor test. The city's previous system took at least 30 minutes to fail over to the secondary data center, which was unacceptable. "The way we built everything out with NetApp was designed to put us in a highly available DR scenario," Romero says.

"We now have a tiered solution at the right size for our environment at a total cost of ownership that was affordable," adds Jay Efferson, information sciences project manager for Baton Rouge.

## SCALABLE SYSTEM ALLOWS GROWTH

With NetApp's scalable infrastructure, the city installed a new ERP system allowing it to improve many processes, including time entry, purchase orders, and financial transactions. The ERP system eliminates the manual efforts of the city's previous paper-based system. When the police department adopts body cameras, image storage needs will grow, and NetApp will be there to support the massive number of images that must be stored for three years.

In addition, ONTAP provides a flexible and highly manageable system that can better handle public access, providing extremely responsive services and keeping the city on the digital forefront nationally. 🐦

"Every week our needs change and grow, and now we've got the infrastructure to meet those needs," says Romero. "NetApp has been a good fit for us."

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## SOLUTION COMPONENTS

### NETAPP PRODUCTS

FAS8020 storage systems

ONTAP data management software

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## LEARN MORE

http://www.netapp.com/us/products/platform-os/ontap/

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