

Case Study

Revenue Service Office, Local City Municipal



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– IT Director, Revenue Service Office, Local City Government

Revenue Service Office, Local City Government

DR Prophet provides local and remote block-level backup services for cost-effective disaster recovery (DR) and business continuity for mission-critical application systems, files and databases across multiple branch offices around the city.

Background

The Revenue Service Office is in charge of the local tax revenue of local city and is responsible for collecting all local taxes, including the stamp tax, land value increment tax, land value tax, house tax, vehicle license tax, amusement tax and deed tax. Residents can go to one of the many branch offices for services such as issuance of certificates, land value calculations and inquiries, and payment transfers.

Challenge

The Revenue Service Office, Local City Government relies on very few IT staff to keep its major application systems (Land Value, Land Value Increment, House, Deed, Vehicle License, Stamps, Amusement, and Agriculture Land) up and running for 24x7 network operations. With Microsoft Windows as a key platform and about 50 servers operating in a mixed physical and virtual environment, ensuring continuous operations on these systems is vital to the success of the Revenue Bureau. The amount of time the systems are down equates to an equal amount of revenue not collected.

The IT Department has only one major IT administrator supporting all the physical and virtual servers and data applications across its major districts throughout local city. The Revenue Service Office had previously relied on a costly BCDR platform to manage the full backup and restore of data. The Revenue Bureau needed an easy-to-use BCDR solution to do all the heavy lifting.

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Industry

Government, Revenue Services

Company Profile

A municipal council is the local government of a municipality. The Revenue Service Office is responsible for collecting local taxes, including the stamp tax, land value increment tax, land value tax, house tax, vehicle license tax, amusement tax and deed tax.

IT Environment

- Microsoft Windows 2000, 2003, 2008, 2012
- Linux
- VMware vSphere
- 80+ TB of data
- 50 servers

Challenges

- Only one major IT administrator managing production and virtual servers
- Needed a reliable, DR system for critical Government revenue systems
- Potential loss of Government services and revenue due to downtime
- Business-critical applications had to be offline for backup
- No guarantee of full data integrity upon data recovery from tape

ProphetStor Solution

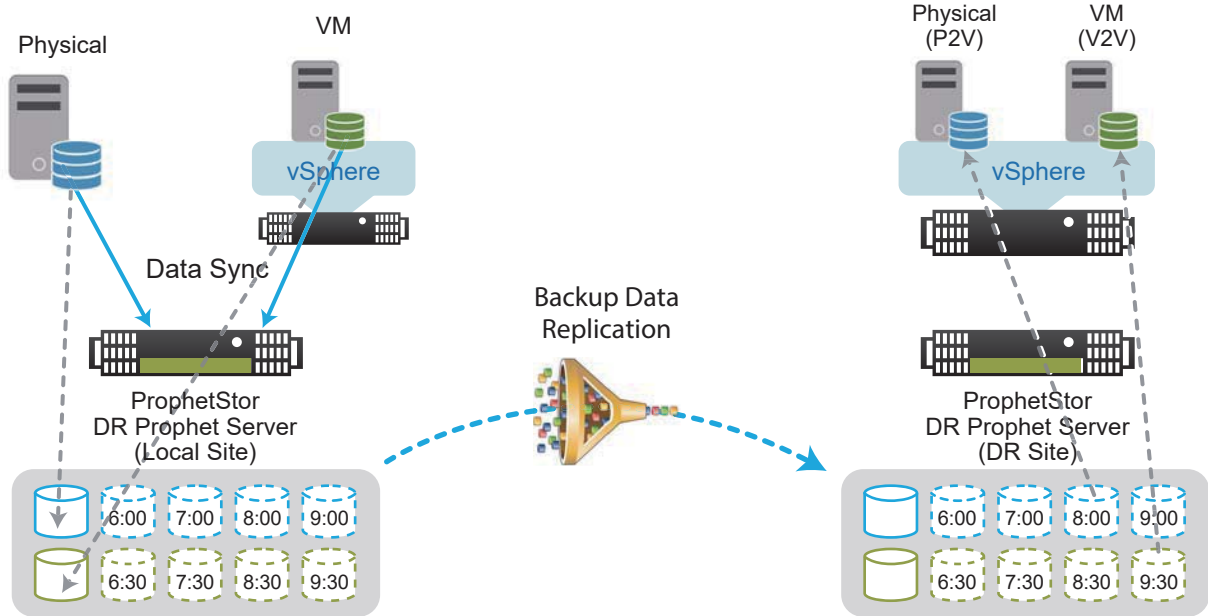
ProphetStor DR Prophet

- Unified management framework
- Backup and Snapshot data replicated to DR site
- Protecting over 50 physical and virtual servers

Benefits

- Backups can be performed quickly and efficiently
- Business-critical applications stay online during backups
- Migrate single physical machine P2V from zero to system login page; spends 63 sec
- Migrate single physical machine V2V from zero to system login page; spends 58 sec
- Replication is done in thin bandwidth thus reducing DR cost by 70-90%
- Backup easily verified to ensure DR; confidence while executing DR
- Easy to use and manage

Architecture – Protection & DR



ProphetStor Solution

DR Prophet provides Business Continuity and Disaster Recovery (BC/DR) with local and remote block-level backup services for mission-critical application servers.

The Revenue Service Office wanted to create a reliable DR environment for its financial system and looked into ProphetStor DR Prophet, which offer advanced capabilities such as snapshots, data replication, and thinly provisioned mirror volumes.

DR Prophet also provides a unified management framework to facilitate effortless disaster recovery data provisioning to ensure a continuous service delivery system. The user friendly graphic interface changes the normally tedious and error prone deployment of DR solution into an easy task.

Deployment Details

DR Prophet consists of three components –a main management server, Storage Server and Application client agent– to provide heterogeneous periodic/continuous protection and instant recovery for enterprise data centers and remote offices.

The DR Prophet Web Console serves as the centralized management tool for the storage network. It allows administrators to manage the snapshots and replication settings while monitoring the storage resources and services on multiple storage and application servers.

DR Prophet can produce over 1,000 snapshots, creating point-in-time delta images of protected data, with snapshot schedules configured to match data protection policies. Snapshots can then be mounted instantaneously for data validation, application testing, report generation, DR rehearsal, and rapid data recovery.

Implementing DR Prophet was the critical element to Revenue Service Office's DR plan, as it is a cost-effective alternative to the manual, tape backup method.

The DR Prophet solution provides the Revenue Bureau with fully application-aware Snapshot Agents, enabling the replication and recover of data with 100% transactional consistency. This accelerates the recovery process by presenting a ready-to-use copy of data in case of data loss or system failure. The Revenue Service Office uses DR Prophet to take frequent snapshots and replicates these snapshots over an IP network using bandwidth-efficient replication technology.

Benefits

ProphetStor DR Prophet allows the Revenue Service Office, Local City Government to protect critical data and ensure its availability while reducing IT costs.

The DR processes are automatically validated by verifying the health of snapshots. There is no effect on the production systems during a DR rehearsal, with the time to complete the rehearsal dramatically reduced through fully automated processes. For the Revenue Service Office, this means that rehearsals can run at any time with minimal impact to daily operations. The easy backup verification and DR testing gives the administrator confidence that the systems and applications will work as expected.

The advantages DR Prophet provide include less supervision and more reliability, as the entire DR readiness is seamlessly integrated into the business continuity. With replication of data across system, protocol, and virtual/physical boundaries, WAN traffic is optimized and compressed, reducing bandwidth costs by 70-90%.

In addition, the return on investment (ROI) of the ProphetStor DR Prophet solution surpassed that of the incumbent backup system. Without DR Prophet, the traditional DR method was a manual, tape backup method. DR Prophet's snapshot method has freed up valuable resources and resulted in resources focused on handling other tasks which would not have been possible previously.

Future Plans

With the success of the DR Prophet implementation, the Revenue Service Office plans to expand DR coverage with long-term data archives in the coming year.

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