

Success Story:

The City of Memphis Automates and Streamlines Backup and Recovery Processes with EVS Intelligent Backup™ powered by Asigra



City of Memphis Profile

- Largest metropolitan city government in the State of Tennessee
- Over 6,000 employees
- Heterogenous computing environment and platforms

The City of Memphis

With its central geographic location, transportation infrastructure, and a population of more than 1.3 million, the City of Memphis provides services to a wide range of business, government employees, citizens, and visitors.

The City uses its technological infrastructure to communicate to the public, manage the city government operations, and reach out to the visitor and investor community beyond the City's borders. The City's main data center provides backup to almost every department in the city, including the police, vehicle inspection, geographic data, photographs, and employee information.



Business

The City of Memphis was looking to adopt new technologies to create efficiencies and innovation through backup and recovery. Meeting the City's recovery objectives was a significant challenge with an expanding set of applications and heightened sensitivity to data loss.

"It is my job as CIO of the City to find technologies that are flexible, agile, and scalable to meet the rapidly changing landscape, across people, processes and infrastructure.

At the same time, I was looking for solutions that are affordable in times of budgetary constraint." - Brent Nair, Chief Information Officer at The City of Memphis.

Nightly Online Backups Create Efficiency

The City of Memphis put out a bid for data backup companies, and EVS met the criteria of capability and

credentials, including being a local provider and a certified women and minority-owned business.

"Our decision to go with EVS for our backup and recovery needs was based on several factors, including their use of innovative technologies, their ability to take the data off-site, automate and reduce labor, and provide an excellent level of responsiveness," said Brent Nair, CIO of The City of Memphis.

The product that EVS put in place – EVS Intelligent Backup™ powered by Asigra, a combination of Asigra DS-Client, DS-System, and Backup Lifecycle Management software – allowed for nightly backups of changed data, which was a huge benefit in terms of efficiency.

City governments have unique needs for access to archival data, because of Sunshine and the Freedom of Information Acts. EVS was able to implement the Asigra Backup Lifecycle Management solution, which allows access to all archival data by trading speed for cost. For example, accessing a file from last week will cost the client more but be delivered quickly, while accessing an email from two years ago will be lower cost but delivered in a less timely manner.

"We often have requests for access to archival data, especially emails," said Nair. "Before we started working with EVS, it would be a very time-consuming and laborious task to search through a large number of backup tapes and locate the proper one. There are often time constraints associated with meeting Freedom of Information regulations, and the EVS powered by Asigra solution allowed us to quickly and efficiently access a large amount of data, without having to pay a premium price for all data we accessed."

Online Backup Reduces Downtime and Lowers Costs

The City of Memphis was able to ensure the safety of their data, and be disaster-ready; the data was out of the building in a secure off-site location. The City of Memphis had better control over the lifecycle of the data, and the

system put in place was scalable and able to respond to changing data demands.

The City of Memphis was also able to focus on continuity of service, and was able to prioritize on other technology.

“The City of Memphis provides a large range of technological services to our citizens and employees,” said Brent Nair. “By automating and streamlining our data backup, we have been able to reallocate resources, primarily – personnel – to other tasks, and projects.”

The single point of contact for all backup and restorative requirements, and EVS’s 15-minute response time has resulted in the City of Memphis experiencing reduced downtime and lower costs.

About EVS Corporation

EVS Corporation is an award-winning cloud backup and data recovery company trusted by banks, healthcare providers, manufacturers and more. EVS offers its business customers turn-key data backup, disaster recovery, and storage solutions, as well as professional storage management and consulting services. Our industry-leading solutions are backed by dedicated and seasoned professionals unified in providing the best in customer service.

EVS Corporation offers a full suite of cutting-edge cloud backup and recovery products, including Intelligent Backup™, Echo™, data storage hardware, and EVS Resilience™.

EVS Founder Gayle S. Rose was honored with MBQ CEO of the Year Award in 2012. The company was honored with several awards from Asigra, including Best Mobile Cloud Backup Award in 2011, Customer Service Award in 2010, and Partner of the Year and Technical Innovation Award in 2009. EVS has been named one of Business TN Magazine’s Hot 100 in 2008 and 2009.

EVS Corporation is headquartered in Memphis, Tennessee.

About Asigra

Trusted since 1986, Asigra provides organizations around the world the ability to recover their data now from anywhere through a global network of partners who deliver cloud backup and recovery services as public, private and/or hybrid deployments. As the industry’s first enterprise agentless cloud-based recovery software to provide data backup and recovery of servers, virtual machines, endpoint devices, databases and applications, SaaS and IaaS based applications, Asigra lowers the total cost of ownership, reduces recovery time objectives, eliminates silos of backup data by providing a single consolidated repository, and provides 100% recovery assurance. Asigra’s revolutionary patent-pending Recovery License Model provides organizations with a cost effective data recovery business model unlike any other offered in the storage market. Asigra has been recognized as a Gartner Cool Vendor and has been included in the Gartner Magic Quadrant for Enterprise Backup and Recovery Software since 2010.

More information on Asigra can be found at www.recoveryiseverything.com

