

Customer Experience

Federal Regulatory Agency

Slowed by Outdated Technology

Through six regional offices, an independent federal regulatory Agency headquartered in Washington DC is charged with the oversight of commercial activities on various lands throughout the country. The productivity of Agency personnel was being hampered by outdated tools and infrastructure. Operating systems and applications needed to be upgraded. Hardware that had far surpassed its 5-year life expectancy needed to be dealt with, and data had to be protected. Recognizing the range of technology issues that needed attention, the call went out to DataLink.

Moving to Cloud to Boost Performance

DataLink implemented Windows Server 2012 R2, which provides the Agency with an enterprise-class cloud and datacenter platform. The need for new hardware was minimized by DataLink's conversion to a virtualized server environment whereby multiple "virtual" machines share the same hardware and associated resources. DataLink also upgraded the Agency's email platform to Microsoft Exchange 2013, which provides a focus on collaboration and allows mailboxes to be centrally provisioned and served from the Cloud.

Protecting Agency Data & Improving Access

DataLink designed and implemented a highly available Storage Area Network (SAN) combining Nexenta and Hyper-V cluster from Microsoft. The former replicates data at geographically separate nodes to ensure uninterrupted access to files should the primary node fail. Hyper-V allows multiple nodes across the Agency's network to share and run the workload - VMs, services, and processes - providing N+1 node redundancy if any node fails. A Unitrends virtual backup appliance is deployed on the Hyper-V to provide one-pass bare metal and granular file-level backup. Operating in second order priority, backup appliances from ExaGrid perform deduplication and offsite replication. StorageCraft's ShadowProtect sector-level software backs up the Agency's entire Windows IT environment, enabling fast recovery from disaster as well as hassle-free system migration. DataLink also implemented Microsoft's System Center Virtual Machine Manager 2012, which increases physical server utilization through easy consolidation of the virtual infrastructure.

Technology Done Right

Reliance on DataLink has brought the Agency new levels of productivity and highly efficient use of available computing resources – without exorbitant expense to taxpayers. In addition, the storage and backup capabilities implemented by DataLink make the Agency's business continuity plan second to none. In all, the Agency has not only improved services to its constituents, but provided other public sector organizations with a model of IT done right.



HIGHLIGHTS

CUSTOMER

Federal Regulatory Agency
DC Headquarters | Six Regional Offices

SOLUTIONS

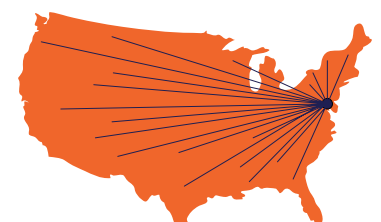
Microsoft 2012 R2 Datacenter Edition
Microsoft SCVMM R2 2012
Nexenta Highly Available (HA) SANs
ExaGrid Backup Appliances
Unitrends Enterprise Backup
StorageCraft ShadowProtect

KEY BENEFITS

Productivity Improvement
Updated, Reliable Technology
Data Protection
Simplified Management
Business Continuity
Single Source Solutions
24-hour Local Support

COMPLETE COVERAGE

DataLink is based in Millersville, MD and supports your local, regional, and national locations.



We Make "IT" Easy