



Ensuring Compliance with the Freedom of Information Act (FOIA)

Government Success Story | City of Lynchburg, Virginia



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Solution Highlights

Industry | City Government

Protected Platforms

- Cisco UCS servers
- Windows on VMware

Solution

- Unitrends Enterprise Backup

Benefits

- Rapid restores
- Meeting Freedom of Information (FOIA) requirements
- Peace of mind



Our support has improved, our time-to-recovery (TTR) has improved, reliability of backups has improved, quality of reporting has improved - backup is now about as simple as it can be.

John Piercy
Senior IT Architect
City of Lynchburg, Va



Customer Profile

Lynchburg is the fifth largest city in Virginia with a population of about 75,000. It holds the distinction of being the only major city in Virginia that was not captured by the North in the Civil War. Lynchburg is also the home of more than 10 institutions of higher education. Most challenging is that, as a city government they are required to meet Freedom of Information Act (FOIA) requests for records and lost data due to computing issues is no excuse against lawsuits.

The Challenge

The city IT environment is built entirely on Cisco UCS servers virtualized with VMware running Windows applications. Prior to Unitrends the city protected its information with Veeam. Veeam sold the city an Enterprise License initially as a 'favor' when they only needed Standard. When it came time to renew, they couldn't go back to a Standard license without a forklift upgrade yet Veeam insisted that they pay fully for the Enterprise version. The city could not afford the Veeam Enterprise license yet they couldn't go without data protection.

The Solution

John Piercy, Senior IT Architect began a search for a replacement solution. After reading reviews and reaching out to Unitrends, Piercy was pleasantly surprised to find that Unitrends was willing to work with the city. Now all of the city's Cisco UCS servers, applications and data are protected by Unitrend's Enterprise Backup software.

The Results

Since the conversion to Unitrends there have been no incidents of data loss. Piercy reports, "Someone operating with far too much power deleted thousands of files from a share inadvertently and did so permanently. I was able to recover them all in minutes - 2.5 minutes to be exact, from the time the user told me the path to the share, the files were fully restored. With Unitrends Enterprise Backup doing its thing every night, I just don't worry about it anymore. The reporting is clean too. I see all that green (successful backups) and sleep easy. Our support has improved, our time-to-recovery (TTR) has improved, reliability of backups has improved, quality of reporting has improved - backup is now about as simple as it can be."