



# City of Tolleson, Arizona Case Study

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**Stephen Holiday**  
CTO

## Tolleson, AZ Transforms Application Speed, Backup Strategy – for a Lower Overall TCO



Government  
[www.tollesonaz.org](http://www.tollesonaz.org)

### Challenge

The city's incumbent storage, EMC VNX, lacked the throughput and capacity to accommodate the city's VDI and backup initiatives.

### Results

- 80% less storage management
- 10X faster VM cloning
- 24X faster recovery
- A lower total cost of ownership
- Faster performance on mission-critical applications

### Customer Challenge

#### Right-Sizing Storage for City Goals

A Phoenix suburb, the city of Tolleson, Arizona is home to 7,000 people and the offices of several FORTUNE 500 companies. Unlike most small cities, Tolleson operates all of its own departments for public services such as wastewater – instead of sharing those with nearby municipalities.

“We’re supporting more services and departments than a city of our size,” explained Stephen Holliday, CTO. “Our focus is giving our employees the tools to get their jobs done efficiently, while making sure that residents have what they need.”

Mission-critical systems software for utilities, and applications for police dispatch and emergency services. These, and all other business applications, run on Dell servers.

More recently, Tolleson began virtualizing desktops, which is growing the VM count. As the city increased VMs, its EMC VNX storage showed signs of distress. “We had hit the ceiling on how many VDI clients we could use, and didn’t have the throughput and IOPs anymore,” Holliday said.

At the same time, the drive to go paperless and plans to move off of tape backup required the city to look into additional storage.

## Results

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### Compelling Data Consolidation and TCO

In the search for new storage, Datrium rose to the top as the only solution that would allow the city to retain its existing server hardware, reducing costs upfront and in the long run. Datrium delivers a cloud-like approach with built-in scale-out backup and cloud-based DR. All-active data in flash on the server maximizes speed.

Datrium would also provide superior data consolidation with always-on compression and deduplication – delivering the most effective capacity for the budget. With Blanket Encryption for both in-flight and at-rest data, the city would get critical protection for public safety data.

And finally, Datrium would ease management for the constrained team. With one storage pool, they eliminate the need to create LUNS and can take care of what little storage tasks remain right in vCenter.

### 24X Faster Recovery

Now with data close to workloads, performance jumped noticeably. In just one example, city council members, preparing for votes, once had to wait minutes for large PDF briefs to open. Now, they open immediately.

“With solid-state drives and a 10G network, it’s amazing how fast applications run on Datrium compared to the old storage,” Holliday said.

The city also notes that cloning a virtual machine dropped from half an hour to three minutes – 10X faster.

Given the added capacity with data consolidation, the city now has the space and throughput it needs to support VDI, its transition to a paperless environment and a more comprehensive backup strategy.

Per requirements by the police department, the city must move backup offsite, which it will now accomplish by replicating with Datrium at a secondary site. They also increased the frequency of snapshotting to every half hour and backups to nightly. Meanwhile, they cut recovery time for all data from six hours to 15 minutes.

### 80% Less Storage Management

On top of faster VM cloning, Tolleson no longer has to manage LUNs or multiple data stores. In total, the team slashed the time spent on storage management tasks by about 80 percent – giving them valuable time back for other activities.

“Datrium is so easy to manage that, now, we can focus on new initiatives, instead of storage, such as our VDI deployment and other requests from customers,” Holliday said. “It gives us time to innovate.”

### Bonus Savings with Cooling, Electrical and Backup

For Tolleson, the overall business case with Datrium just made sense. The city kept its servers, and in fact, works them even harder than before. They also dramatically cut electrical and cooling costs.

Looking ahead, the city expects Datrium to further reduce its costs with the ability to move off of tape backup completely.

### About the City of Tolleson, AZ

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Incorporated in 1929, Tolleson, Arizona is home to 7,000 residents and employs 225 people. Tolleson hosts more than 20 FORTUNE 500 companies and more than 20,000, giving it one of the most impressive jobs-to-residents ratios in the nation.

Learn more about Datrium open convergence at [www.datrium.com](http://www.datrium.com)

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