About Customer
The government agency's mission is to deliver high-quality, time-sensitive, and secure services that help American citizens understand and meet their fiscal responsibilities. It is committed to upholding the law with integrity and fairness.

Geo
North America

Industry
Government

Solution Area
Accelerate Core Applications
Activate Real-time Analytics
Power Artificial Intelligence

Pure Storage® Products in Use
FlashArray//X™
FlashBlade®
Evergreen//Forever™
Evergreen//One™

Modernizing Citizen Services for a Digital Society

Government services are more than a utility. They help citizens to better manage their lives and thrive in a modern society. The key to delivering high-quality citizen services is continuous innovation, unhindered by IT legacy challenges linked to cost, time, and efficiency loss.

As part of a multi-year project to modernize its citizen services, this agency joined forces with Pure to transform its data storage. It has since achieved new levels of performance and availability while cutting its data center costs and footprint. Powerful storage also underpins advanced data analyses powered by artificial intelligence (AI) and machine learning.

Since moving to Pure, the agency has reduced its total cost of ownership and data center footprint, and simplified the way it manages petabytes of data.

Expected Impact

Drive continuous innovation that enhances citizen services

Reduce overall data center footprint and operating costs

Strengthen security for personal citizen data with advanced analytics

Challenges

Website disruptions were affecting access to critical citizen services

Data center power and floorspace had reached their maximum limits

Innovations were held back by complex, costly, and outdated infrastructure

Results

Transform citizen services with innovative capabilities

Simplify data management and improve time to value, sustainability, and TCO

Modernize for improved performance, scalability, reliability, and security

Transforming the Citizen Experience

American citizens trust their government with petabytes of personal data and other sensitive information. In exchange, they expect government agencies to be digitally savvy and deliver high-quality services that are secure, innovative, reliable, and timely.

Having built up multiple IT systems over the years, the agency found itself with a tangle of disparate legacy technologies that had become unsustainable and expensive to manage. After its website crashed for three days due to these inefficiencies, leaving citizens unable to access its services, the agency knew it was time for a change.

The agency is now modernizing its citizen services with Pure, part of an ambitious, end-to-end digital transformation initiative. Its goals are threefold: to enhance its services, reduce its storage management costs and data center footprint, and position itself to release new innovations to the American public year after year.

Enhanced Performance at Lower Cost

Pure FlashArray//X is the agency's unified file and block storage solution, storing petabytes of citizens' personally identifiable information (PII) and serving hundreds of consolidated application workloads.

The agency relies on Pure FlashBlade to provide fast, simplified, and scalable analytics pipelines with plans to further secure their environment with reliable data protection and rapid restore capabilities. FlashBlade provides high-performance unified file and object storage for the agency's use of AI and advanced analytics to unearth new insights in its large and complex data sets and better serve citizens. As for security, the agency uses AI to cross-reference PII data against classified data from other government agencies to identify and address potential criminal activity.

Driving Continuous Innovation

Rounding out the agency's transformation are the Pure Evergreen//Forever and Evergreen//One subscriptions, which have allowed it to benefit from the latest storage technology and best of both worlds for CAPEX and OPEX budgets. The environment is managed via its implementation partner, streamlining storage management significantly. Agile software and hardware upgrades ensure the agency's storage always runs at peak performance with no disruption to its service, which in turn drives a culture of continuous innovation and on-demand scalability.

Since moving to Pure, the agency has reduced its total cost of ownership and data center footprint, and simplified the way it manages petabytes of data. The result is citizen services that run faster, more reliably, and more securely than ever, and that continue to improve each day.

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purestorage.com

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PURESTORAGE®
Uncomplicate Data Storage, Forever