THE CITY OF
DAVENPORT
IOWA | USA

About Customer

Davenport, Iowa is a vibrant and progressive community along the Mississippi River, featuring a thriving downtown, arts and culture, and miles of trails and parks. The third largest city in the state, Davenport is the end city for the epic RAGBRAI bicycle ride.
www.davenportiowa.com

Geo

North America

Industry

State and Local Government

Solution Area

Accelerate Core Applications
Enable Multi-cloud
Modernize Data Protection

Pure Storage®
Products in Use

FlashArray//C®
FlashArray//X®
FlashBlade®
Evergreen//Forever™

About Veeam and Pure

Integrated solutions from Veeam® and Pure Storage help customers meet the needs of today's application and data-driven world by delivering on-premises, cloudlike capabilities with superior data protection and business continuity.
www.veeam.com

veeAM

Embracing Future Readiness for IT and City Services

Serving citizens in eastern Iowa, the City of Davenport takes pride in its service excellence and proactivity. Its progressive IT environment helps 13 departments run smoothly, with CIO/CTO Cory Smith guiding the city's changing technology landscape.

A decade ago, as a network administrator, Smith forged a relationship with Pure Storage as the city moved from disk-based to flash storage to underpin its new virtual desktop infrastructure (VDI). As the city continued to modernize and Smith rose through the ranks, he relied on Pure Storage to help IT enhance performance, efficiency, and data protection—all to the benefit of Davenport citizens.

"As we enhance city services and need to mature our storage capabilities, Pure is already there and ready with the next innovation. It's refreshing to have a partner always evolving its technology, giving us long-term value."

CORY SMITH,
CIO/CTO, CITY OF DAVENPORT

Impact on City of Davenport

Supports continuous 24/7/365 service and rapid disaster recovery
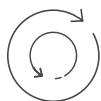

Reduces costs and improves sustainability for the city

Positions city as nimble, future ready, and focused on excellence

Challenges

Legacy storage no longer met performance or capacity demands

Disaster recovery time was out of line with city needs and potential risk

Upgrades and fixes took weeks of planning and days of downtime

Results

Accelerates workloads in a footprint < 10% the size of previous disk storage

Reduces recovery time objective from two weeks to just one hour

Eliminates downtime for upgrades and cuts planning to 30 minutes

Establishing Efficient IT and Business Operations

Throughout his career at the City of Davenport, CIO/CTO Cory Smith has overseen a continual IT evolution driven by changing city needs. "To be adaptable as an organization, we choose technologies that give us the most flexibility and future readiness," he says.

Smith was an early advocate of a VDI for consistent user experience and productivity. When a pilot VDI project showed that the city's current disk-based storage would cause unacceptable lag time for users, Smith adopted Pure Storage FlashArray.

The next pilot, three times larger, was a great success, with performance faster than physical desktops. "Department heads started clamoring to make the switch to VDI," says Smith. "FlashArray paid for itself by enabling the City of Davenport to replace physical desktop machines with virtual ones."

The city now runs about 200 virtual servers and 600 Horizon virtual desktops on FlashArray//X. The array also powers the city's VMware environment, which supports all city departments including police, fire, public works, city hall, and more. FlashArray easily handles the morning rush, when hundreds of people are logging in at the same time, and Smith can apply live updates to virtual desktops without causing impact to the network or lags for users. "Pure Storage completes virtual desktop updates in minutes compared to scheduling lengthy afterhours upgrades on disk-based arrays," says Smith.

Meeting New and Increasing Data Demands

Anticipating data growth across all departments, Smith invested in Pure Storage FlashBlade for high performance and easy capacity expansion. Data center space constraints meant Smith needed a highly scalable solution with a small footprint that could provide the storage density and performance necessary for data access from tier-one enterprise applications such as Tyler Enterprise ERP. FlashBlade fit the bill, supporting VMware file share data across all departments.

In the police department, storage needs skyrocketed with the collection of digital evidence. Mobile phones obtained from crime victims and suspects easily yielded terabytes of data for each investigation. To store and protect this sensitive data—including photos, videos, call logs, messages, social media content, and location data—Smith's team added an isolated, secure SMB file share on FlashBlade.

Smith is evaluating FlashBlade//E for unstructured repository workloads, given the ongoing influx of data. "As we enhance city services and need to mature our storage capabilities, Pure is already there and ready with the next innovation," says Smith. "It's refreshing to have a partner always evolving its technology, giving us long-term value."

Reducing Recovery Time from Weeks to Hours

Increasing concerns about cyberattacks recently prompted IT to reset its recovery time objective (RTO) from weeks to hours. To meet the RTO, Smith invested in a Pure Storage FlashArray//C as a backup target for Veeam in an off-site disaster recovery location. This approach bolsters the city's regular practice of hourly snapshots.

"The City of Davenport never sleeps—someone is always working, and our IT systems need to be working too," says Smith. "With Pure Storage, we know we can restore operations within our three-hour to same-day RTO if there is a ransomware attack or other crisis."

Upgrading Non-Disruptively with No Downtime

With its Pure Storage Evergreen//Forever subscription, the city has completed many non-disruptive upgrades including full unit moves—upgrading controllers, adding capacity, changing enclosures, and swapping drives. Smith's team can complete upgrades with 30-minute planning and no disruption to operations. Legacy system upgrades used to take weeks or months of planning and days of downtime.

Smith now runs a more efficient environment that is easier to manage and in a footprint that is less than 10% the size of its previous storage—from three full racks of 42 units down to a total of 10 units. As he replaced legacy systems with Pure Storage, Smith was also able to eliminate specialty power connections and downsize large generators and HVAC systems.

"With Pure Storage, our power use and costs dropped dramatically, capital improvement projects went away, and we even converted half of our data center to office space," says Smith. "Pure Storage paid for itself many times over with the savings and we have a much more sustainable environment."

Freeing Time for Innovation and Peace of Mind

Managing technology for 40 facilities and hundreds of city workers serving 125,000 citizens is no small feat. Smith has simplified IT management and maintenance and no longer needs to devote resources to monitoring for drive failure, rebuilds, and contingency planning.

"With Pure Storage, my team can focus more on process improvement, application performance, and cybersecurity," says Smith. "Pure relieved the emotional toll of constant worrying, which I can't begin to put a value on."