



CROWN OFFICE  
& PROCURATOR  
FISCAL SERVICE

#### About Customer

The Crown Office and Procurator Fiscal Service (COPFS) is Scotland's prosecution service. It plays a pivotal part in the justice system, working with the police and other departments to make Scotland safe from crime, disorder, misconduct, and danger.

[www.copfs.gov.uk](http://www.copfs.gov.uk)

#### Geo

EMEA

#### Industry

Public Sector

#### Solution Area

Accelerate Core Applications  
Modernize Data Protection

#### Products in Use

Pure Storage® FlashArray//X  
Evergreen//Forever™

# COPFS Turns to Pure to Bring Its Data to Justice

Scotland's prosecution service, The Crown Office and Procurator Fiscal Service (COPFS), plays a crucial role in the Scottish justice system—investigating and prosecuting crime; establishing the cause of unexplained deaths; and investigating allegations of criminal police misconduct. Since 2016 COPFS has processed more than 900,000 reported cases.

With terabytes of pertinent case data (including documents, images, and CCTV footage) needing to be processed, managed, stored, and accessed, COPFS' legacy disk storage had reached its limit. Pure offered a route to expand, modernize, and futureproof COPFS' data infrastructure.

"Pure's usability, interface, and support are such a breath of fresh air from our complex legacy infrastructure. It truly empowers us to monitor, upgrade, and manage our environment in the effortless way we wanted."

**ADAM BIGGS, HEAD OF  
IT SERVICES, CROWN  
OFFICE & PROCURATOR  
FISCAL SERVICE**

## Futureproofed Infrastructure

"Our data consumption was growing rapidly, and a long term solution had to be found to avoid an operational issue we couldn't manage," says Adam Biggs, Head of IT Services at COPFS. "We had to take decisive action."

## Impact on COPFS



Futureproofed the data infrastructure for terabytes of case data



Smooth, disruption free user experience for COPFS teams



Bolstered crucial cybersecurity readiness and recovery capabilities

## Challenges



Legacy infrastructure was at its limit, with data requirements spiraling



Services faced disruption or being shut down entirely



Existing approach compromised wider environmental initiatives

## Results



Evergreen allows COPFS to upgrade or scale as needed with predictable costs



15% improvement in core applications



3:1 data reduction enabled downsized environment and power consumption

COPFS searched for a solution that would allow it to rid itself of its power-hungry legacy storage and consolidate production workloads, virtual desktops, virtual servers, and Oracle databases into a stable, agile, and scalable infrastructure.

## The Crown Office's Crown Jewel

Pure stood out immediately. Biggs says, "Pure's usability, interface, and support were such a breath of fresh air from our complex legacy infrastructure. It truly empowers us to monitor, upgrade, and manage our environment in the effortless way we wanted."

COPFS alleviated the immediate strain by moving its virtual servers and desktops to Pure FlashArray//X. In phase two, all Oracle case management databases were also moved to Pure. COPFS used their Evergreen//Forever subscription to upgrade to a higher model of FlashArray//X via a controller swap, without disruption and without rebuying their storage.

COPFS saw a 15% improvement in core applications with Pure. Meanwhile, Pure's 3:1 data reduction guarantee helped COPFS downsize its data center environment by 18 square feet, significantly reducing power consumption and environmental impact. Even when COPFS expanded capacity by 5x, it remained within the small Pure footprint.

According to Biggs, the "icing on the cake" has been Evergreen. "Evergreen gives us OPEX predictability and the agility to upgrade and scale seamlessly, without penalty or disruption—it's incredible. We have the peace of mind that we're always going to be up to date and our costs won't spiral."

Pure also adds value in broader areas of COPFS' business. "Like most organizations, cybersecurity is a huge priority for us," explains Biggs. "Pure's SafeMode™ immutable snapshots give us valuable protection and supports our cyber readiness. In a worst-case scenario, we could restore everything in our virtual server environment in a couple of clicks."

## Mission Critical Technology and Service

Today, 98% of COPFS' on-premise environments run on Pure. "The biggest compliment I can pay is that the business hasn't noticed a change. Everything works perfectly and does what it needs to do," says Biggs.

"However, the impact on my team is like night and day. I no longer worry about storage because there's no reason to. Pure's technology is flawless and the ongoing service, advice, and engagement creates a partnership that's worth its weight in gold."

[purestorage.com](https://purestorage.com)

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