



ALCALDÍA DE
SANTIAGO DE CALI

DEPARTAMENTO ADMINISTRATIVO
DE TECNOLOGÍAS DE LA INFORMACIÓN

About Customer

The Administrative Department of Information and Communication Technologies (DATIC) is the IT organization supporting administrative agencies of the District Mayor's Office in Santiago de Cali, the third most populated city in Colombia.

www.cali.gov.co/tic/

Geo

Latin America

Industry

Local Government

Solution Area

Accelerate Core Applications
Modernize data protection
Enable multi cloud

Pure Storage®

Products in Use

FlashArray™
Evergreen//One™
Pure Cloud Block Store™

About Partner

NOVOPANGAEA GROUP S.A.S.

novopangaea.com.co



NOVOPANGAEA
GROUP SAS

DATIC Protects Citizen Data from Attack

History

Whether they want to pay their property taxes or look up the schedule for a local salsa festival, residents of Santiago de Cali expect fast online services that will always be available at any time. DATIC aims to satisfy residents by delivering the best performance and availability for all government agencies.

Pure Storage has been critical to keeping systems online and resident information secure, protecting against attacks and errors that can threaten to take systems offline. With Pure Cloud Block Store for AWS, delivered alongside Pure Evergreen//One, DATIC is investing even further in data protection to better serve residents.

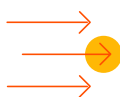
Transforming Government Servicess

DATIC provides IT services to the different entities of the District Mayor's Office of Cali, from education to health to taxes. With so many critical government services accessed online, these entities demanded faster response times to provide residents with better online experiences.

"Between the fires and cyberattacks, we realized that we needed to be ready for anything. Pure Storage has the technologies that we need to deliver superior data protection and strong recovery—no matter what the challenge."

ROGER GONZÁLEZ PÉREZ,
DEPUTY DIRECTOR OF
DIGITAL TECHNOLOGY, DATIC

Impact on DATIC



Provides fast, reliable services for millions of residents in Cali



Supports government agencies with any technical demands



Secures data and accelerates recovery for business continuity

Challenges



Residents demand fast and responsive services



Attacks and errors threaten availability of government data



Government agencies need cost-efficient solutions

Results



Accelerated database process from 24 hours to 18 minutes



Recovered 30TB database in seconds



Reduced AWS costs with data reduction, consumption-based pricing

“Every service depends on fast and reliable storage,” says Francisco Peña, IT Infrastructure lead at DATIC. “Pure Storage FlashArray gives us both. We reduced complex database processes from 24 hours per job to just 18 minutes. Banking transactions now take just milliseconds—reducing transaction time up to 99%—which allows residents to submit payments reliably without fear of timing out.”

Securing Data From Attack or Error

During a national strike in early 2021, protesters set fire to government offices, including DATIC. At the same time, hackers launched cyberattacks against the data center.

“Between the fires and cyberattacks, we realized that we needed to be ready for anything,” says Roger González Pérez, Deputy Director of Digital Technology at DATIC. “Pure Storage has the technologies that we need to deliver superior data protection and strong recovery—no matter what the challenge.”

SafeMode™ in FlashArray adds an additional layer of protection against cyberattacks by creating immutable snapshots that hackers cannot access, encrypt, or delete. But DATIC first used the snapshots to correct another type of incident: human error.

“A user accidentally deleted a critical database table, and 10 years of taxpayer interest data was lost in one click,” says Peña. “As we were using Pure’s SafeMode snapshots, we restored a snapshot taken right before the deletion and recovered a 30TB database in seconds.”

Taking Security to the Cloud

DATIC is investing in even greater data protection measures with a cost-effective disaster recovery platform in the cloud. Using Pure Cloud Block Store, DATIC now replicates all data to AWS. Cloud Block Store achieves 5:1 data reduction, reducing cloud storage requirements and costs.

“Pure Cloud Block Store makes it seamless to move data from on-premises to AWS and back, accelerating backup and recovery times,” says Peña. “With Cloud Block Store delivered alongside Evergreen//One, we only pay for the storage we use. We’re never overinvesting, which means we can keep costs low and predictable for government organizations across Cali.”

Maximizing the Power of Security

Pure Storage provides a secure, scalable, and high-performance foundation for DATIC services. As a result, DATIC is exploring other ways that it can support government entities.

“Pure allows us to maximize the security and value of our data and opens the door to continue innovating to offer a more consistent experience to citizens, whether in our facilities or in the cloud,” says Peña.

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