— DEPARTMENT OF —
REVENUE
STATE OF MISSISSIPPI

About Customer

The Mississippi Department of Revenue provides essential services that drive 95% of the state's revenue, including collecting taxes, issuing motor vehicle titles and tags, and alcoholic beverage control.
www.dor.ms.gov

Geo

North America

Industry

Government

Solution Area

Modernize Data Protection
Accelerate Core Applications

Products in Use

Pure Storage FlashBlade®
FlashStack® from
Pure Storage and Cisco

Keeping the State Revenue Stream Flowing

The Mississippi Department of Revenue (DOR) collects more than $8 billion in annual revenue to fund critical services, from road construction, police, and fire protection to hospitals and schools. Its tax collection and motor vehicle registration applications need to run smoothly so employees and taxpayers statewide can access them without delay or disruption.

But the applications put heavy demands on the DOR's storage systems. Growing data volumes made it increasingly difficult to back up and restore critical information. Given its recent success moving tax collection and motor vehicle applications to FlashStack, the converged infrastructure solution from Pure Storage and Cisco, the DOR's next move was clear—adopt Pure Storage FlashBlade for backups.

"I don't think I can overstate the value of Pure technology and the Pure team. It's a relationship you don't necessarily get with other vendors."

MICKEY YATES,
CIO, MISSISSIPPI DEPARTMENT OF REVENUE

Impact on Mississippi Department of Revenue

Supports continuous revenue streams with faster tax-collection applications

Boosts productivity of state and county employees in 82 counties

Protects sensitive state data with more reliable backups

Challenges

Slow application-response times caused delays for employees and taxpayers

Nightly backups were unreliable, putting critical tax data at risk

Backing up and restoring data required a lot of time from the IT team

Results

Saves 39.5 hours of staff time per day by boosting application-response times

Prevents data loss by accelerating backups of 12TB databases

Simplifies storage tasks with a central point of management

Growing Data Calls for Faster Backup

Part of Mickey Yates's job as CIO of the Mississippi Department of Revenue is overseeing applications that serve taxpayers and businesses in 82 counties. These include MARS, the state's tax-collection system, which supports a taxpayer portal and allows liquor stores to order alcohol; and MARVIN, the motor-vehicle registration system used by auto dealers and county vehicle-registration offices.

To protect the data in MARS and MARVIN, Yates and his team are constantly backing up and restoring the SQL databases to ensure they never lose a bit of information as employees, taxpayers, and businesses across the state use the systems. But at 12TB of data, backups were increasingly unreliable.

"To be blunt, it was a nightmare," says Yates. "We tried several products, but we had nightly backup failures."

A Tried and Trusted Storage Solution

Looking for a backup solution, Yates already had an idea of what he wanted. A few years ago, he migrated MARS and MARVIN to the FlashStack converged infrastructure solution—creating a much faster, smoother experience for state employees, taxpayers, liquor stores, and auto dealerships. On MARS alone, a study showed that faster response times saved the DOR a combined 39.5 hours of staff time every day.

"With FlashStack, there's zero lag," says Yates. "I'm sold on this infrastructure from Pure and Cisco. It's a solid, pre-validated solution that's easy to maintain."

When backup became an issue, Yates turned to Pure FlashBlade to take advantage of its long-term cost-of-ownership benefits and central point of management—simplifying backups for his network engineers.

"Backups have become an afterthought—not even a blip on the radar anymore. With Pure Storage, it just works," says Yates.

FlashBlade handles full nightly backups to protect against data loss. It enables snapshots every 15 minutes, allowing point-in-time restores if needed. And it supports weekly restores for staging, testing, and development environments, giving teams the space to perform upgrades and testing without affecting production.

Combined with the proactive system monitoring and support Yates gets from Pure, the technology is a powerful way to keep the DOR up and running. "I don't think I can overstate the value of Pure technology and the Pure team," he says. "It's a relationship you don't necessarily get with other vendors, and the peace of mind makes it one of the best products on the market."

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