NES

About Customer

Nashville Electric Service (NES) provides safe, reliable, and affordable power to over 430,000 customers across 700 square miles of Middle Tennessee. Founded in 1939, NES is one of the country's largest utilities, and continues to grow every year.
www.nespower.com

Geo

North America

Industry

State and Local Government

Solution Area

Accelerate Core Applications
Modernize Data Protection
Enable Multi-Cloud

**Pure Storage®
Products in Use**

FlashArray//X™
FlashBlade//S™
FlashRecover//S™
FlashStack®
Evergreen//Forever™
Purity ActiveCluster™
Pure1®

NES Powers Sustainable Progress In Tennessee

Stacy Mill was still in the honeymoon phase of her new role as vice president of IT and chief information security officer when she unexpectedly received a $1 million maintenance bill from NES' legacy storage vendor. She had less than 45 days to either come up with the money or look for a new solution altogether.

After diligently evaluating and comparing several storage options, Mill's team recommended Pure Storage. Now, NES has a simpler yet more powerful storage infrastructure that cost-effectively and energy-efficiently boosts disaster recovery and data protection capabilities—all while scaling to support future growth.

"Our IT transformation is aligned with—not at the expense of—our environmental responsibilities. With Pure Storage, we are leading our community down a greener path to a sustainable future."

STACY MILL,
CISO, NASHVILLE
ELECTRIC SERVICE

Impact on Nashville Electric Service

Delivers power to growing customer base dependably and affordably

Establishes foundation for sustainable future with safe, reliable energy

Lowers energy costs and eliminates storage re-buys to reduce overall TCO

No More Lights Out

NES is a mainstay of Nashville and surrounding areas. In recent years, it has literally weathered tornadoes, windstorms, and a derecho—which cumulatively knocked out power for more than 300,000 people—in addition to providing pandemic relief and financial assistance to residential and commercial customers in need.

It was this strong sense of community stewardship that attracted Mill to NES and extends into her role as a leader. She joined NES following a four-day IT outage years prior that disrupted operations to the point where critical functions were being managed with pen and paper. This historic event, coupled with her shock at receiving the $1 million storage maintenance bill, spurred her to quick action.

"Our customers do not have a choice when it comes to power—NES is the only option," says Mill. "For us to deliver reliable, cost-effective services, we need to have reliable, cost-effective technology. And there's no storage around that's worth a million dollars in maintenance."

Building a Best-in-Class Digital Infrastructure

NES decided to invest in Pure Storage, which underpins a $20 million IT infrastructure transformation. In addition to cost-effectiveness, longevity, and the promise of non-disruptive upgrades, the team was drawn to FlashRecover//S™, the seamless integration between Pure Storage's FlashBlade//S™ and the DataProtect software from Cohesity®.

"As the foundation for our modernized backup and recovery strategy, FlashBlade//S aligns with our long-term technology roadmap," says Chris Beegle, director of infrastructure. "We now have confidence in our ability to restore and recover almost instantly if disaster strikes again."

As the backup target, FlashRecover//S provides the capacity and performance needed to quickly recover at scale. Built-in, immutable SafeMode™ Snapshots provide an extra level of protection in the event of a ransomware attack. Purity ActiveCluster, paired with VMware vSphere Metro Storage Cluster, adds data resiliency, maintaining uptime if one site fails.

NES uses FlashStack from Pure Storage and Cisco as its underlying hybrid cloud infrastructure. The organization's VMware virtualized environment runs on FlashArray//X and includes more than 600 line-of-business, catastrophic operations, and field workforce management applications. Pure1 provides management oversight of the entire storage footprint, with integrated VM Analytics for end-to-end visibility of the VMware environment.

"The promise of storage simplicity was hard to believe, but with Pure Storage, everything from the data migration and deployment to daily management and upgrades really is uncomplicated," says Beegle. "This has been especially important for the IT team to regain the trust of internal stakeholders who were impacted by IT disruptions in the past.

Challenges

Poor restore capabilities caused 4-day outage following a major windstorm

Time-consuming upgrades disrupted internal stakeholders, slowing projects

Legacy storage vendor required $1M+ to maintain aging infrastructure

Results

Improves business continuity and restore times in disaster events

Cuts weeks off upgrade time and reduces storage rack space by 75%

Modernizes and scales as needed, eliminating storage complexity

Energizing The Energy Sector

Indeed, upgrades on the previous storage caused weeks of downtime. The Pure Storage® Evergreen//Forever™ subscription simplifies everything from integration to storage management to upgrades—without disruption or the need to re-buy storage. "Instead of holding our collective breaths and hoping for the best, Evergreen//Forever lets us upgrade, expand, and innovate continuously and with confidence," says Beegle.

Sustainable innovation is also top of mind for NES—from introducing Nashville's first community solar array, to enabling customers to purchase renewable energy, to mitigating its greenhouse gas emissions to become carbon neutral by 2050. In fact, one of its key goals is to educate customers on how to save energy and lower their bills.

"Our IT transformation is aligned with—not at the expense of—our environmental responsibilities," says Mill. "With Pure Storage, we are leading our community down a greener path to a sustainable future." NES has replaced multiple storage racks with just one from Pure Storage, significantly reducing its data center footprint, power and cooling requirements, and associated emissions.

Powering Future Progress

With a powerful, stable, and sustainable data architecture in place, Mill and her team are confident they can weather any storm to provide top-notch service to their customers. This peace of mind extends to the rest of the NES executive leadership team, who have greenlit new projects that will add even more efficiency to IT operations. This includes a cloud initiative called Encompass, which will support a suite of Oracle utilities management solutions running on FlashStack, as well as a data warehouse strategy.

"We work hard to earn the trust of our customers, both those we serve in the community and our colleagues within NES," says Mill. "With Pure Storage, we're able to build on these relationships by delivering services that exceed expectations and set ourselves up for sustainable growth."

purestorage.com

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Uncomplicate Data Storage, Forever

PS2447-01 05/2023