



### About Customer

Founded in 1850 and set along 100 miles of California coast, San Luis Obispo County is one of the state's original counties. Today, it provides more than 700 municipal services and administers state and federal programs for nearly 300,000 citizens.

[www.slocounty.ca.gov](http://www.slocounty.ca.gov)

### Geo

North America

### Industry

State and Local Government

### Solution Area

Accelerate Core Applications  
Modernize Data Protection

### Products in Use

FlashArray//X™  
FlashArray//C™  
Evergreen//Forever™  
Pure1®

# San Luis Obispo County Embraces Service with Pride

San Luis Obispo (SLO) County strives to deliver modern citizen services while maintaining its small-town charm. These include 24/7 access to online services, from paying property taxes to applying for a dog license.

But the county's ever-expanding, hard-to-manage storage infrastructure was falling behind in performance and support, resulting in a multi-drive failure. To prevent a repeat, SLO County chose Pure Storage to support all public-facing applications, as well as internal systems across its 27 departments. Today, the county delivers uninterrupted services to citizens, and supports a secure, hybrid workforce of 2,800 employees.

"We're in the business of not being seen. Pure helps us deliver high-quality services while flying under the radar."

**GARY HICKLIN,**  
IT SUPERVISOR, SAN LUIS  
OBISPO COUNTY

## Impact on San Luis Obispo County



Delivers continuous, secure services for daily operations and emergencies



Enables county to respond to citizens and employees with agility



Supports hybrid workforce and sustainable growth with 75% less footprint

## Challenges



Aging storage hindered county's delivery of timely services to citizens



Data center reaching size limit, and was costly to manage and upgrade



Data security and operational agility at risk in urgent situations

## Results



Frees time to enhance services as new storage cuts admin tasks by 90%



Adds 50+% storage capacity, cuts power use by 59% for more cost savings



Mitigates data security risks while shifting quickly to hybrid workforce

## From Near Disaster to Disaster Preparedness

At San Luis Obispo County (SLO County), employees rally around the mission to enhance the economic, environmental, and social quality of life for citizens. For IT Supervisor Gary Hicklin and his team, this means using cutting-edge technology to deliver top-quality services.

When a storage infrastructure crash affected service performance for nearly a week, it underscored the need for a more modern platform. "Storage became a highly visible function, for all the wrong reasons," said Hicklin. "We needed a fresh start with a non-disruptive upgrade path and room to grow."

## Ever Easy, Evergreen Storage

Hicklin, along with System Administrators Scott Sarmiento and Frank Fazzio, replaced the county's entire storage footprint with Pure Storage. Pure FlashArray//X supports the production environment, including the public website and case management systems. All file storage—including videos and court documents—resides on FlashArray//C.

"Pure Storage delivers Ferrari performance with Honda reliability, enabling us to act with unprecedented agility," says Fazzio. As a result, the county was able to shift half of its workforce to remote work quickly during the COVID-19 pandemic.

With a near 3:1 compression rate, SLO County can run a lean, cost-effective data center, and advance its sustainability goals. "We've reduced our footprint by 75% and power consumption by 59%," says Hicklin. "Pure has played a big role in helping us achieve these results."

In addition, SLO County has completed several non-disruptive upgrades via Pure Evergreen//Forever. To ward off cyberthreats, the county enabled SafeMode™ to protect financial workloads running on the county's Enterprise Resource (ERP) system. The team also has better visibility into data growth via Pure1, which enables them to add and manage workloads from a single source.

"With Pure, we spend about 90% less time on administration," says Sarmiento. "We just set it and forget it."

## Serving the Community Safely and Securely

With storage under control, SLO County is now well positioned to handle major upcoming initiatives including a new disaster recovery site, a co-located dispatch center for emergency services, and enabling SafeMode across the entire infrastructure.

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