



CASE STUDY

Cloudfirst Supports Municipal Utility Client With Seamless Transition To A Holistic Data Protection Solution



cloudfirst.host

This municipal utility supports their region by protecting public health and the environment by delivering safe and reliable water services with a commitment to future generations.



Challenges Of Data Protection And Privacy

- ▲ Recognizing the vulnerability of operating as a public utility without formal data leakage protection measures in place, the customer issued a blind request for proposal (RFP) to the market. Their objective was to find a provider capable of offering a comprehensive data protection solution encompassing both on-premise and cloud environments.
- ▲ The customer required a robust hybrid disaster recovery (DR) solution that included recovery time objectives (RTOs) and recovery point objectives (RPOs) aligned with the operational and financial needs of the utility.
- ▲ The IT department's shortage of staff was adversely affecting daily operations as they could not keep up with maintenance, patching, and scaling.
- ▲ They were constrained by a tight CapEx budget.



How We Delivered

- ▲ **Experienced Team:** Leveraging CloudFirst's extensive expertise in Veeam solutions, we provided precisely the support and guidance the customer required.
- ▲ **Innovation:** CloudFirst was able to bring innovative technology solutions to solve both known and future challenges on-premise as well as in the cloud.
- ▲ **Compliance:** CloudFirst met the compliance and security standards that the customer required as a public utility.
- ▲ **Competitive Solution:** This was a highly competitive blind general RFP, and CloudFirst was chosen from over 20 respondents.

Impact Of Data Protection Services

CloudFirst delivered a comprehensive data protection solution that's built for tomorrow, incorporating immutable data copies and warm replications for rapid restoration in the event of outages. This has significantly strengthened their resilience and operational continuity. Additionally, the customer now enjoys round-the-clock support from CloudFirst, ensuring uninterrupted assistance whenever needed. By consolidating all services under a single provider for their end-to-end solution - encompassing hardware, software, and managed cloud services - the customer has achieved notable cost savings.

Solutions

- ▲ On-Premise Managed Veeam Backup Appliance
- ▲ Immutable Cloud Backups & DRaaS

Contact us today: cloudfirst.host/contact-us

Find more information on our solutions: cloudfirst.host/solutions