



CASE STUDY

# Comprehensive Data Protection Services



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CloudFirst supports a municipal utility client with seamless transition to a holistic data protection solution that's future-ready.

## Customer Overview

This municipal utility's mission is to support 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 Loss Protection

- ▲ The customer realized they were exposed with no formal data protection in place.
- ▲ They released a blind RFP to the market, seeking a provider that could present a holistic data protection and privacy solution that covered on-premise as well as a cloud solution.
- ▲ The customer had a limited IT team and a tight CapEx budget.
- ▲ They needed a solid hybrid DR solution with RTOs/RPOs that aligned with the requirements of the business both operationally and financially.
- ▲ The customer had limited resources and struggled to keep up with maintenance, patching, and scaling in a constantly shifting landscape.



### How We Delivered

- ▲ CloudFirst offered the customer Veeam experience, expertise, speed of engagement, and delivery flexibility, including a turnkey on-premise solution.
- ▲ CloudFirst was able to bring groundbreaking technology solutions to solve both known and future challenges on-prem as well as in the cloud.
- ▲ CloudFirst demonstrated professionalism, attention to detail, and access to technical resources throughout the sales process.

### Impact On Data Protection And Privacy

- ▲ The customer achieved their entire solution - hardware, software, cloud, and system management - with one innovative provider.
- ▲ The customer gained significant improvements in support and performance.
- ▲ The customer now has a comprehensive and compliant data protection solution in place, including immutable copies of their data as well as warm replications for quick restoration in the event of an outage.

### Solution

- ▲ VMware & Veeam DRaaS Environment
- ▲ On-Premise Managed Veeam Backup Appliances
- ▲ Immutable Cloud Backups

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