The City of Haubourdin chooses Atempo Appliances

CLIENT: **CITY OF HAUBOURDIN**
SECTOR: **LOCAL AUTHORITY**

Haubourdin is a town located in Northern France close to the city of Lille. It has a population of approximately 15 000 and boasts a flourishing local cultural programme of arts, music and theatre.

"Atempo services and support teams are very quick to respond. They are efficient and know the solution inside out. Atempo appliances are central to our data protection infrastructure and provide peace of mind for our staff"

*Julien Chalvardjian
Director of Information Systems,
City of Haubourdin*

The challenges

With a population of 15 000 and a very active municipality, the city of Haubourdin is facing increasing data volume. Julien Chalvardjian is in charge of protecting the town's critical data, systems and applications.

Mr Chalvardjian recently looked back with us on the long-standing relationship which began with Synerway in 2009 and continues today with Atempo Backstone. When Atempo acquired Synerway in 2017, the municipality did look at potential replacement solutions including some high profile vendors. But the competition was unable to dislodge the relationship that started with a single terabyte backup appliance and continues today with a 36 TB disk-to-disk-to-tape (D2D2T) appliance.

"The appliance-based solution is perfect for our data protection needs. We prefer having an all-in-one physical appliance to a 100% software-based solution. We can restore in under 2 minutes. It's ideal!"

The solution

The city of Haubourdin requires data to be stored and accessible on site: in this case in three locations: the appliance disk, on tape in a LTO library and in a long-term air-gapped fireproof safe. Since the first appliance back in 2009, Haubourdin has upped the volumes to the current appliance with 36 TB of raw capacity.

The growth in data volumes has been impressive with notably more and more video content being created by the town's communication department.
The appliance protects all files together with critical virtual machines running on a Hyper-V infrastructure.

Incremental backups run nightly with full backups performed over each weekend well within the defined backup windows. Backups run firstly to the appliance internal disks and then to external tape media.

Whereas previous appliances had internal media drives, the current appliance is attached to a library with 8 slots for LTO-7 tapes. Mr Chalvardjian stresses the importance of the physical backup copy: *"The library enables us to store up to 7 tapes. We remove tapes on a regular basis and put these tapes into a fireproof safe. This way our three data sets are on hand locally and data is rapidly recoverable".*

Although the appliance has 100% physical storage, there is a project to create a DRP (Disaster Recovery Plan) to the off-site police headquarters. This is entirely possible with the Atempo appliance which has inbuilt D2D2C/D2D2N (disk-to-disk-to-cloud/ disk-to-disk-to-network) capacity.

The regular data recovery jobs the appliance is called on to perform are rapid, efficient and entirely satisfactory. *"We're completely reassured by the capacity of the appliance to recover data whether this is a simple file, a virtual machine or the entire infrastructure"*, adds Mr Chalvardjian.

Over and above Atempo backup and recovery performances, the municipality of Haubourdin is satisfied with how first Synerway and today Backstone have managed the transition between new appliances over the years. *"The simplicity of installation and the quality of the customer support we have received are second to none. Configuring a backup schedule, adding a new agent is very straightforward"*, concludes Julien.

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CHALLENGES

- Small IT teams

- Diversified operating environment

- Requiring data to be stored locally

SOLUTION

- Atempo all-in-one appliance (36 TB raw capacity)

- Integrated software and storage (including an 8-slot tape library)

- Fully supported solutions with flexible licensing and capacity management

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