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City of Sioux Falls Enhances Data Protection to Better Serve Citizens with Rubrik

City of Sioux Falls

INDUSTRY

Local Government

RESULTS

- 90% management time savings (from 5 hours per week to minutes per week)

- 32 days per year of additional productivity back to the business

- Near-zero RTOs (from hours to minutes)

THE CHALLENGE

- Management complexity from daily maintenance and missed SLAs due to poor performance and outages

- Costly forklift upgrades and inability to scale with business needs

IT TRANSFORMATION

City of Sioux Falls previously struggled with their time-consuming and labor-intensive legacy solution, Commvault. With Rubrik's management simplicity, automated SLA policy engine and Live Mount functionality, the IT team has seen significant time savings and dramatically improved restore times.

City of Sioux Falls, home to the Big Sioux River, is the largest city in South Dakota with over 182,000 citizens. With a 4% annual growth rate, the City is known as the "Gateway to the Plains" and is quickly transforming into a major metropolitan hub of the Midwest.

Brandon Morris, Systems Administrator, is part of a 28-person IT team supporting the city's central services for its 1,200 employees and growing population of citizens, including managing the control center for fire, police, and rescue. "The absolute biggest thing that we take care of is public safety. A lot of times, you hear companies say, 'If we are down, this costs X dollars per hour'. But if our services are not available, we can get to a point where people could actually end up dying," said Morris. "So our goal is to provide everything that all departments need to serve the citizens of Sioux Falls as best as we can. Rubrik is a part of our strategy to make sure that all of those critical services stay available."

UNACCEPTABLE PERFORMANCE AND INABILITY TO SCALE WITH COMMVAULT

Morris and his team were facing a costly upcoming hardware refresh, and they needed a solution that did not require constant babysitting. "Prior to Rubrik, we were using Commvault. When we attempted an upgrade, the entire system crashed for over six weeks. The support team worked around the clock, but failed to fix the issue and we simply concluded that the only solution was to start over with new hardware," said Morris. "So we did, but this time, we did it with Rubrik."

One of the key selection criteria for City of Sioux Falls was simplicity and ease of use. "We cannot afford another system failure. We want a low-maintenance solution that will just work and we can call it a day," said Morris. "Rubrik's automated SLA engine is as promised – you simply set policies, and Rubrik takes care of the rest."

Additional benefits include:

- **90% management time savings**: "I get at least five hours back a week in not babysitting the backup solution. All I need to do is simply check Rubrik's morning report, which takes minutes."

- **Near-zero RTOs**: "With Rubrik, our RTO is substantially better. It used to take up to 5 to 6 hours for a restore as opposed to less than 5 minutes with Rubrik's Live Mount.

- **Easy to scale**: "As we continue to expand and support more departments in neighboring towns, it was critical that we invest in a data management solution that would easily scale. With Rubrik, we don't have to worry about costs incurred with expansion. Rubrik's scale-out architecture means growth is simple and cost-effective."

- **Plug-and-play**: "Our Rubrik team showed up first thing in the morning with coffee and donuts, and we got it all unboxed, racked, stacked, installed, and ready to go before lunch. We were up and running extremely quickly."

- **True partnership**: "The relationship we have with Rubrik is akin to a partnership than just simply a customer. We can take our business case needs, present them to Rubrik, and they've been able to deliver."

- **World-class support**: "We're continually impressed with Rubrik's support team. The team works tirelessly to take care of us."

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