

# Metropolitan Government of Nashville and Davidson County

## Local government increases IT efficiency with ViPR SRM



### ESSENTIALS

#### Industry

Local government

#### Company Size

7000 +

#### Business Challenges

- Time-consuming year-end chargeback reporting
- Manual processes to gather storage resource data

#### Solutions

- EMC ViPR SRM
- Oracle E-Business Suite, Microsoft Exchange, SQL Server, Esri ArcGIS, land management, procurement, file services

### OVERVIEW

Serving a population of more than 600,000, the Metropolitan Government of Nashville and Davidson County, Tennessee manages a wide range of services spanning from social services and criminal justice to licensing, public works, and emergency communications. As the county seat and capital of Tennessee, Nashville is the region's center of commerce, industry, transportation, and culture.

### BUSINESS CHALLENGES

The Information Technology Services (ITS) organization for the Metro Government was once heavily dependent on manual processes for monitoring and analyzing its storage infrastructure. Gathering data and building spreadsheets for year-end chargeback reporting required weeks of preparation, and monthly resource utilization reports for management took valuable time away from more important projects focused on improving government services.

To increase IT efficiency, the Metro Government considered several different solutions and ultimately chose EMC ViPR SRM for end-to-end monitoring and analysis of its enterprise storage services.

### SOLUTION

ITS relies on EMC's ViPR SRM for dynamic analysis and trending that extends from applications and host servers to the storage arrays in each of its three data centers. ViPR SRM provides ITS with flexible, detailed visibility into storage resource utilization on a per-department and per-application basis to support chargeback, business reporting, and budget planning.

Metro Government's EMC infrastructure spans three data centers. In the primary data center, EMC VNX<sup>®</sup> unified storage runs production applications, including Microsoft Exchange, SQL Server, Oracle E-Business Suite, Esri ArcGIS geographic information system mapping, and multiple departmental applications such as land management, procurement, and file services.

VNX unified storage is also used for backup and archiving with backups replicated to a VNX system at a remote site. Approximately 45 percent of the Metro Government's infrastructure is virtualized with VMware vSphere, Microsoft Hyper-V, and Citrix XenServer solutions.

In addition, a data center for the City of Nashville's Emergency Communications Center runs on VNX unified storage. This environment is 100 percent virtualized with 17 servers replicated to the disaster recovery site with EMC RecoverPoint<sup>®</sup> and VMware vCenter Site Recovery Manager (SRM).

## Results

- Reduced chargeback reporting from two to three weeks to one hour
- Streamlined monthly utilization reports from four hours to 10 minutes
- Trimmed weekly monitoring and reporting time from five hours to one hour
- Enabled more accurate storage planning and budgeting

## STREAMLINED CHARGEBACK REPORTING

Since deploying the ViPR SRM Metro Government has streamlined its annual chargeback process, eliminating weeks of manual data gathering.

Todd Rorie, Metro Government's Manager of Enterprise Virtualization and Storage, explains, "We no longer have to spend two to three weeks every year poring through spreadsheets to figure out what to charge back to each department. Now, we can run chargeback reports directly from the ViPR SRM in less than an hour."

Rorie also points out that ViPR SRM makes it easy to customize those reports to a fine level of detail.

"We can drill down to exactly what storage resources or data streams each department or application group within a department is using. For instance, we can see specific storage utilization for all the Exchange users in our Finance department. This allows us to charge back more accurately."

"One of the things I really like about ViPR SRM is the customizable dashboard. It gives us a single pane of glass to track performance, configuration, and consumption in real time across our entire environment."

Todd Rorie  
Manager of Enterprise Virtualization & Storage, Metropolitan Government of Nashville and Davidson County

## TIME SAVINGS FOR MONITORING AND REPORTING

ViPR SRM saves Metro Government substantial time for a range of monitoring and reporting activities. For example, monthly management reports that previously required four hours to manually gather utilization data and enter it into a spreadsheet now take just 10 minutes to produce with the ViPR SRM.

"One of the things I really like about ViPR SRM is the customizable dashboard," notes Rorie. "It gives us a single pane of glass to track performance, configuration, and consumption in real time across our entire environment. Overall, this has reduced the time we spend on monitoring and reporting each week from five hours to one hour."

He adds, "Instead of getting bogged down trying to manually pull it together, we now have more time to focus on other projects that help us better serve the county's citizens."

## ACCURATE STORAGE PLANNING AND BUDGETING

Metro Government is further improving efficiency by ensuring that storage area network (SAN) configurations are all consistent with the organization's standards for meeting service-level agreements.

"Before when we set up a SAN, we always tried to stick to our configuration standards, but there was no easy way to be sure each SAN was identical," Rorie remarks. "Because ViPR SRM allows us to see the exact configuration of each SAN, we can easily validate that they are all consistent and designed to meet our SLAs."

As the Metropolitan Government of Nashville and Davidson County continues to strive for greater efficiency, the ViPR SRM is helping ITS plan its storage requirements more effectively.

"We have to budget for our storage requirements six to twelve months before the beginning of the next fiscal year," says Rorie. "It used to be nearly impossible to do so with any degree of accuracy.

"With the ViPR SRM, we can see how our storage growth is trending, so we know just how much capacity to plan for. We're much better able to ensure that the county's requirements are met being without over-spending. And that's always an over-arching goal."

## CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller—or visit us at [www.EMC.com](http://www.EMC.com).

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