

REPLICATION & DR

FACTION UPGRADES DENVER ZOO'S BACKUP AND RECOVERY CAPABILITIES

By leveraging Faction's cloud, Denver Zoo's critical servers, applications, and databases are protected, increasing reliability while saving time and resources.

Challenge: To upgrade Denver Zoo's Backup and recovery capabilities and protect Denver Zoo's critical servers, applications, and databases, while saving time and resources

Solution: Faction Enterprise-class Cloud, Hypervisor replication tools

Impact:

- Reduced man-hours by 100 hours per year for the overall management of Denver Zoo's IT backup process.
- Established a reliable foundation in which to plan future growth and expand capabilities.

Challenge

Home to over 600 species, Denver Zoo, is an 80-acre facility located in Denver, Colorado's City Park. The organization is committed to state-of-the-art animal care, global conservation efforts, and groundbreaking sustainability operations. Because the organization had an antiquated backup IT solution relying upon tapes, it was not able to quickly recover its critical data when and if ever needed. The tape backup process took a significant amount of time to manage, and it was also costly to place the backups offsite on an ongoing basis.

Denver Zoo needed a way to upgrade its overall disaster recovery capabilities, so that in the event of a major catastrophe, the organization would have backups readily available and be able to rapidly restore its IT environment.

Solution

When Faction first approached Denver Zoo, the timing couldn't have been better. Denver Zoo was in need of a collaborative partnership with a cloud provider offering personalized customer support and an Enterprise-Class, highly available cloud platform. Faction's team, with a mission of supporting the local Denver community provided all of the software licensing and the physical infrastructure needed to host the replication solution.

"Faction's team has a passion for serving and helping our local communities. We were thrilled to be given the chance to work closely with Denver Zoo to provide a reliable backup and recovery infrastructure in which the Zoo can ensure its critical systems are covered," stated John Drake, Senior Vice President of Sales for Faction. "Faction also provided the Zoo with a viable foundation in which it can more readily move forward with future technology upgrades and expand its overall IT capabilities. We look forward to exciting things ahead for this treasured organization."



With an end goal of replicating its critical application servers to the Faction Cloud, Denver Zoo migrated from its On-Premise IT environment. Faction's cloud solution included hypervisor-based tools that replicate Denver Zoo's critical applications and production data directly to the Faction Cloud, providing cutting-edge security, increasing capabilities and offering 100% protection for critical communications. By taking granular snapshots of data inside a virtualized environment, this tool allows Denver Zoo to have backups readily available in the event of a major issue, as opposed to requiring a week or more on the Zoo's previous solution to get back up and running.

In addition, leveraging Faction's patented Layer 2 Direct Connect technology, Denver Zoo was able to establish seamless on-ramps to the Faction cloud, resulting in a faster overall phased migration and reduced complexity than typical cloud deployments.

"Faction has been wonderful to work with throughout our cloud deployment," stated Dean Paulson, Director of Information Technology for Denver Zoo. "Denver Zoo would have never been able to tackle an upgrade such as this from our outdated tape backup solution. We would never have gone down this road, unless Faction had stepped up and helped out a local non-profit organization such as Denver Zoo. The Faction team gave us the resources to help protect the Zoo's data and our overall IT environment, and also allowed us to have the foundation necessary to prepare for future growth and expanded capabilities."

Results

By utilizing Faction Cloud, Denver Zoo now has real-time replication, along with increased system availability in the event of a system outage. By eliminating the tape backup solution, Denver Zoo also saved its team two hours per week in managing the cumbersome tape backup process, which equates to over 100 man-hours per year. This time-savings further freed up Denver Zoo IT staff to focus on other types of projects and objectives.

"The Faction team went above and beyond in helping our IT

team with day-to-day management, as our former backup method involving managing tapes required a significant investment in time and money," Paulson explained.

Now that Denver Zoo has an upgraded IT platform, the organization is able to more easily expand into new capabilities. The Zoo will now be able to leverage virtual sandbox technology in which it can spin up a virtual lab – all in an isolated environment. This will allow the Zoo to test its disaster recovery solutions to further ensure the Zoo's critical systems are always available.

"Due to leveraging the Faction cloud platform, Denver Zoo is now able to do more than our IT team ever thought possible," Paulson said.

Established a reliable foundation in which to plan future growth and expand capabilities.

Reduced man-hours by 100 hours per year for the overall management of Denver Zoo's IT backup process.

“THE FACTION TEAM WENT ABOVE AND BEYOND IN HELPING OUR IT TEAM WITH DAY-TO-DAY MANAGEMENT.”

DEAN PAULSON
DIRECTOR OF IT, DENVER ZOO

ABOUT FACTION

Faction is an enterprise-class IaaS cloud service provider offering private, public, & hybrid cloud solutions for enterprise organizations and service providers. At Faction, we supply cloud the way you want it with extreme performance, deep control, and broad customization capabilities.

Faction is the only cloud that offers patented plug-and-play direct connections (via layer 2) into its cloud resulting in huge time savings (no time spent re-configuring everything)! With Type II SSAE 16 and SOC 1 & 2 compliant cloud nodes in eight

geographies across the United States and in Europe (Seattle, Santa Clara, Denver, Chicago, Atlanta, New Jersey, New York, and the United Kingdom), Faction offers both Cisco UCS and Open Compute platforms, is a Platinum-level NetApp Service Provider, and is VMware vCloud® Powered. For more information, visit www.factioninc.com or call (855) 532-4734.

ABOUT DENVER ZOO

The Denver Zoo is an 80-acre facility located in City Park of Denver, Colorado. Founded in 1896, it is owned by the City and County of Denver and funded in part by the Scientific and Cultural Facilities District. Denver Zoo, open every day, is home to more than 4,000 animals representing 650 species including Asian elephants, African lions, Komodo dragons and Western lowland gorillas. With numerous animal shows and feedings, as well as interactive exhibits, it's no wonder Denver Zoo is Colorado's top cultural attraction. For more information, visit www.denverzoo.org, or call (720) 337-1400.



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