A Regional Government Agency
Reduces Costs by Moving from Centera to VNX

A regional governmental agency, serving over 8.1 million people, needed to migrate its archive data to a new solution in order to streamline its systems, reduce costs, be environmentally friendly, and provide transparent access to the public. The organization was nearing the end-of-life for its Centera storage solution and had six months until the service expired. It had one storage center with a 32 node and a 14 node Centera that held 22 - 24 TB of data that it wanted to migrate to a new EMC VNX storage solution. In addition to end-of-life concerns, the organization also wanted to move its data from object storage to a unified storage system. Object storage is a black hole of inaccessible data, and the organization wanted to make the data accessible. In addition, unified storage also has a lower price per terabyte, so the agency's costs would be reduced as well.

The organization's archive storage had a broad range of file types. With all of the files in Symantec's Enterprise Vault (EV), the organization needed to migrate email archives, journals, mailboxes, legal cases, and more. When deciding on a vendor, the organization brought in a few different vendors to quote the migration. Interestingly, Interlock was not the original vendor that was chosen because another vendor said they could complete the job faster. Sadly, the first vendor the organization chose could not complete the job in the timeframe they quoted and was not able to support all of the apps and data. In fact, as it became apparent that the first vendor could not do the job as promised, the organization had to go back to its storage provider to ask for an extension and was required to pay an additional surcharge.

Another aspect of the migration that was critical to the organization was the chain-of-custody and verification reports for the data migration. One of the main reasons the organization saves its archive data is to comply with public records requirements. It was very important that the migration vendor provided a pre-migration assessment report and a post-migration assessment report with a clean chain-of-custody. Since Interlock handles the entire migration, it could certify that all the data was migrated by providing detailed reports showing the data at the start of the migration and again at the end. In addition, Interlock's reports are so detailed that other customers have used the reports as proof of compliance in court. For the organization, these reports were a huge benefit as a court can request its information at any time.

"The project was not a good experience until we engaged Interlock," stated an internal source. *"We had to get off our legacy storage and the first vendor we chose to do the job ended up not being able to do it. It dragged on and it was very difficult; we did not know where we stood, and we were up against the end-of-life for our storage. We had to switch vendors."* The source continued, *"This time, we chose Interlock. They saved the day and got the job done in about 3 months. With Interlock, we did not have any issues, the migration was fast and the process worked well. Interlock was able to accomplish the migration when others could not; they have a very talented staff that understands the business."*

Project Results

While this project had a difficult start when the first vendor was unable to do the work, it ended very well once the organization hired Interlock. One thing the organization learned from the migration process is that, "It is very important to use a Symantec-certified partner for EV data migration. If your vendor is not certified, Symantec will not be able to help you if something goes wrong. Interlock had extensive knowledge of EV and that was extremely important," the source stated. In addition, by moving from its old Centera to a new VNX, the organization saved money because VNX has a lower per gigabyte cost for data.

The Interlock Difference

When the first vendor the organization chose could not do the job, it was especially important that the final vendor was not only able to do the work, but also provided a transparent migration. The organization wanted full insight into the project and did not want to re-archive or change the way it accessed data. Interlock was able to set their minds at ease and migrate the data without disrupting their operations. "Other companies could not preserve the legal holds and update our Symantec EV software without interrupting our business," the source shared. "With Interlock, the migration was completed on the storage and database side. They were true to their word and got the job done on time and on budget, without leaving any appliances behind. Interlock saved the day with this migration."