

Rockhampton City Council selects purpose built technology by Hitachi for disk management solution.

For Rockhampton City Council (RCC) Information Services Manager, Ian Holden, the decision to implement a Hitachi SAN solution was based on economics and the need for, newer technology. But the change also brought even greater efficiencies and reliability than expected.

Economically it was cheaper for the Council to purchase all storage on one SAN in preference to buying three servers with internal disks. The Hitachi SAN was also selected because of its purpose-built disk management technology.

After identifying the Hitachi SAN as the best solution to address RCC's technology requirements, SureBridge combined with Hitachi to work closely with Mr. Holden's team.

The project that was undertaken included the migration from ORACLE database to Microsoft SQL server, was given a timeframe of 12 months, and included replacing ageing hardware, upgrading business systems, consolidating the LTO Tape Library and improvements to the back up window.

The SAN was purchased in August 2003, and took four weeks from order to implementation. The implementation process took 1.5 days with the SAN up and running at the end of that period.

Mr. Holden said that since the implementation of the SAN, he hadn't had any real problems.

"We just forget about it; unless there is a need to add more disks or more space," Mr. Holden said.

"Some of the key business benefits generated from the SAN implementation include reliability, the ability to leave it and forget it, and its expandability - the ability to add disk space as and when needed."

Another component of the Rockhampton solution included consolidation of the backup infrastructure from multiple servers, each with its own tape drive (different tape technology), to a single multi-cartridge tape library connected to a server across GB Ethernet.

Mr. Holden said that although data has increased, there had also been an improvement in the backup window.

"In the past our backups were failing because there just wasn't enough room," he said.

"But the major success of the project solution to date is that it has enabled the Council to upgrade servers, install a SAN, consolidate tape drives and improve the network - all at the same time."

"We will be starting to look at phase two of the project - Disaster Recovery - with the implementation of a second SAN to replicate the data, possibly in real time."

Mr. Holden reported to SureBridge Account Manager, Glenda Solomon that feedback from his IT Department reported fewer problems, and the Hitachi SAN technology had met all expectations.

"We also had seamless integration of the Hitachi SAN solution to the rest of our IT environment," Mr. Holden said.

"The best IT implementation is the one people don't notice!"

Rockhampton – on the Tropic of Capricorn, just 40 kilometres inland from the Pacific Ocean. The city area covers 187 square kilometres and offers all the benefits of metropolitan living with room to breathe. The shire has a total population for the greater Rockhampton district of 120,000. Rockhampton has a population of 59,732.

