

## CLOUD SOLUTIONS

A SOFTWARE  
SUCCESS STORY

24X7 ACCESS,  
EVEN DURING  
A DISASTER

# A Legacy Infrastructure Requires Elite Expertise

## About the Client

Founded in 1854, Iowa-based Fidlar Technologies designs, sells and supports land records software and services for county government clients who are mandated to maintain historical and current documents relating to real estate within their boundaries. Fidlar's software enables electronic recording, imaging, indexing, searching and retrieval of land record documents that may include maps, titles, surveys, deeds, sales, transfers and taxes over the life of the property going back a century or more.

Two years ago, Fidlar introduced a new service to host client files in Fidlar's private cloud. This would enable budget-strapped county partners to free up floor space and reduce or eliminate maintenance costs associated with on-premises data storage. The service also would deliver an improved user experience allowing anyone to search and retrieve documents online 24x7x365.

## Their Challenge

When Fidlar initiated cloud hosting, they became accountable for the preservation and accessibility of centuries of data. "We recognized our

### OVERVIEW

#### Industry

Software

#### Client Profile

lowa-based Fidlar Technologies designs, sells and supports land records software and services for county government clients.

#### Business Situation

Fidlar had introduced cloud hosting of client records and needed to ensure that clients would have uninterrupted access to their data in the event of a disaster.

#### Solution

ITsavvy deployed a full suite of cloud and on-premises Dell EMC solutions and savvyBackup®.

#### Benefit

- > Three methods to backup the hosted environment
- > Geographically separate replication of data
- > Spin up of DR environment within hours of outage
- > 24x7x365 user access to files
- > Pay-as-you-go storage capabilities
- > Supports continued growth of records

responsibility. We needed to make sure our clients' records were safe and retrievable at any time, even in the event of a disaster," said Adam, Vice President of Operations at Fidlar.

The company's senior leadership authorized Adam to establish a disaster recovery strategy. One requirement for the solution was to ensure that every single piece of information that a county partner uploaded into the software was available to the public 24x7x365. That meant any backups had to be searchable online via Fidlar's remote access services.

Another critical requirement was that any solution had to mesh with Fidlar's existing Dell EMC architecture, and in particular Dell EMC Isilon, a scaled-out network-attached storage (NAS) platform. ITsavvy, which operates a Davenport, Iowa office, is one of the few IT providers in the country who offer in-house expertise in Dell EMC Isilon and Dell EMC RecoverPoint. So Adam brought in Jason Boedeker, ITsavvy's dedicated Client Executive for Fidlar, to develop a disaster recovery proposal for Fidlar.

To begin the journey with Fidlar, ITsavvy went through a lengthy analysis of Fidlar's infrastructure and its capabilities. In developing a disaster strategy, ITsavvy considered nearly every possible event, both natural and manmade.

Jason identified two avenues for Fidlar to pursue. "Fidlar could purchase an entire duplicate of their existing architecture, but it would have been cost-prohibitive, something in the order of hundreds of thousands of dollars," said Jason. "The expense aside, a duplicate site in the same region potentially would be vulnerable to the exact same events that might affect Fidlar's existing data center, and that is something you want to avoid in a robust disaster strategy."

Instead, Jason proposed remote replication, offering the same capabilities without the capital expenditure, utilizing ITsavvy's state-of-the-art data center in New Jersey as the replication target. During an outage, Fidlar would be able to bring whole or selective pieces of their infrastructure online in ITsavvy's East Coast data center. Within hours Fidlar's county government users would have seamless access to their land management files. Once Fidlar's on-premises architecture had been restored, the Fidlar data center servers could become live again. The Fidlar senior management agreed on this course of action.

*"With only one IT person here at Fidlar, we relied on ITsavvy's technical knowledge before, during and after the project."*

Adam, Vice President of Operations,  
Fidlar Technologies

## Our Solution

Comprehensive assessments and thorough upfront planning allowed the project to proceed at a fast pace. To begin with, additional hardware was installed in Fidlar's data center to accommodate new replication software as well as growing data storage needs. Once the bones were in place, Jason turned his efforts to resolving a few unexpected challenges, including complications with Dell EMC licensing. "Because of ITsavvy's strong Dell EMC partnership, we were able to negotiate significant price breaks for Fidlar," he explained. "We really pushed our relationship with Dell EMC to get my client's needs addressed. Dell EMC really came through for the client."

One additional hurdle revolved around Fidlar's very strict Internet requirements. For higher data security, Fidlar must maintain a unique Internet namespace for each county government account. With each new county partner account they sign on, they must also add a unique DNS and IP address. This was a requirement that ITsavvy could easily accommodate. "That's the beauty of having ITsavvy's own dedicated Network Operations Center (NOC)," Jason said. "We can provision, test, monitor and manage any unique Internet facing scenario that our tenants require." On top of that, with a minimum of effort ITsavvy can move workloads between Fidlar and ITsavvy's datacenters, as well as add backup and disaster recovery capabilities for new resources as they become necessary, and then remove them in the same manner. "Backup and DR storage usage is metered and will easily accommodate Fidlar's planned growth," Jason added.

That's important because Fidlar's hosted solution is proving to be a popular option for county governments who want a high level of security without the maintenance costs. "With cybersecurity concerns like ransomware on the rise, our hosted cloud solution is getting a lot of traction," Adam said. "Interest ranges from governments with their own IT departments who understand the threat yet don't want the liability, to small operations who don't have anyone capable of monitoring data 24x7. We are gearing up for a lot of growth."

## Their Success

From Jason's perspective, he acknowledges the high level of trust that Fidlar placed in ITsavvy. "We're a baseball's throw away from each other.

*"ITsavvy showed seamless collaboration between teams in Iowa, Chicago and New Jersey. We were able to meet all of the client's challenges."*

Jason Boedeker, Client Executive,  
ITsavvy

That kind of familiarity is important in this part of the country. They were counting on me, and I didn't want to let them down."

Yet the true success of this project lies in the coordination of multiple ITsavvy teams in Iowa, Chicago and New Jersey, each bringing their own advanced expertise. "We appreciated the knowledge that everyone at ITsavvy brought to Fidlar," said Adam. "Jason in particular had a high level of experience and could solve any problem that came his way."

**FOR MORE INFORMATION,**

please contact an ITsavvy Client Executive.

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## The ITsavvy Solution

### HARDWARE

- Dell EMC Storage

### SOFTWARE AND SOLUTIONS

- Dell EMC VNX
- Dell EMC Avamar
- Dell EMC Data Domain
- Dell EMC Data Protection Advisor
- Dell EMC Isilon SynqIQ
- Dell EMC RecoverPoint
- savvyBackup
- Disaster Recovery & Business Continuity
- Cloud Solutions
- Data Center Solutions

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