



Waukesha County Solves Capacity and Image Retrieval Issues

ProStor Systems, a principal storage technology leader, was recently the chosen solution for a local county government facing an aging storage infrastructure whose dependability and ease-of-use was beginning to wane. The wide ranges of highly sensitive documents that needed securing included those from the District Attorney, sheriff's department and accounts payable to name a few. ProStor InfiniVault Model 30 and Model 100 systems replaced aging Plasmon jukeboxes, providing the county with a seamless solution that maintained uninterrupted workflow, while reducing image retrieval times by a factor of 10.

Organization:
Waukesha County, Wisconsin

Industry:
County Government

Application:
Business Data Archiving
Replacement of Plasmon System.
Document management with
ease of retrieval and reduction
in retrieval times

Solution:
ProStor InfiniVault Model 30

Software:
Enterprise Content
Management Software

The Situation:

Dave Kragenbrink, Solutions Administrator for Waukesha County, Wisconsin, is tasked with applications development for the county including web development and all their database architecture and administration. He needed secure storage for all of the county's documents including deeds, maps and surveys, vital records, accounts payable, and other financial records. He also needed to secure vital reports from the sheriff's department and court system documents from the District Attorney. County workers needed to be able to store and retrieve these documents in a timely fashion.

It was soon apparent the county's current storage architecture was no longer satisfying that need.

The county's ECM (Enterprise Content Management) system revolved around an IP/Windows architecture utilizing three Plasmon optical drive jukeboxes running Stellent 7.6 ECM software. "Our storage system consisted of three Plasmon optical jukeboxes, two primary and one for backup," said Kragenbrink. "One issue we had with the Plasmon systems was that each disc had 2.6, 5.1 or 9.1 GB of space per disc. When a disc filled up, then you had to physically go into the system and remove the old disc and put in a new one, a time consuming task. The lower the capacity, the more frequently that occurred."

Kragenbrink also had issue with the Plasmon retrieval times. The drive had to be physically loaded, creating a built-in lag time to retrieving images, taking up to 20 seconds. In addition, the Plasmon system had a very small upfront cache. They could only instantly access the last couple thousand images when there were well over 1 million images on the system.

Lastly, one of the Plasmon jukeboxes was reaching its End-of-Life. Kragenbrink continued, "Our oldest one was seven years old. Our newer one was only two years old and our concern going forward was what would happen if there was a mechanical failure with the optical drives, and how would we get the devices serviced?"

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—Dave Kragenbrink
Solutions Administrator
Waukesha County, Wisconsin



The Challenge:

It was becoming evident the county's storage solution was no longer functional. The tedious task of swapping out disks was becoming burdensome as their storage capacity needs continuously grew.

The county then began searching for valid replacement systems. This needed to be accomplished cost effectively while not interrupting workflow.

"At least a year ago, I initiated a conversation with Jack Lemmers, vice president of Integrated Imaging, to find a non-volatile magnetic solution to replace the optical drives without a disruption to the workflow," Kragenbrink added. "The system had to be available at all times."

The Solution:

After six to eight months of searching for solutions, Lemmers recommended the ProStor InfiniVault line of products; specifically the M30 and M100. The ProStor InfiniVault M30 for primary storage and M100 for backup storage filled the county's technical and performance requirements, while allowing them to move away from the dated optical disc jukebox technology at a reasonable ROI.

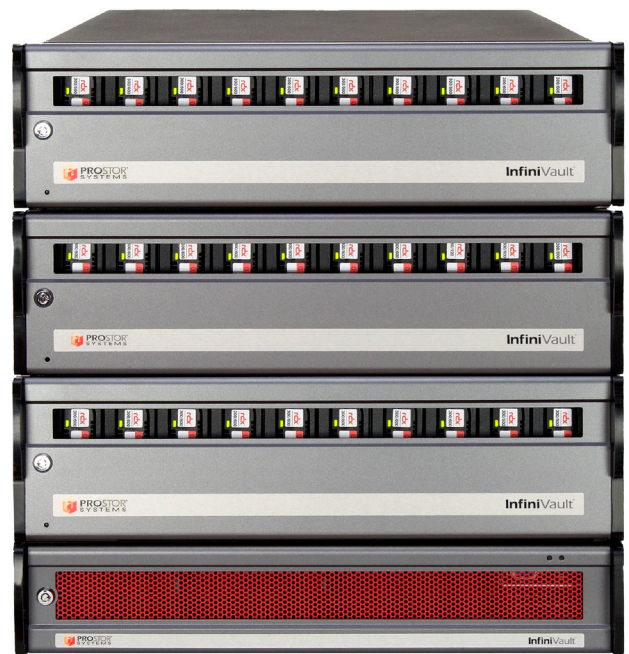
"The ProStor device sits behind our Stellant System," Kragenbrink said. Stellant is the county's data management system. "What interested me most about ProStor InfiniVault is that it has the ability to tag the images for deletion after a certain length of time. The images are not volatile during that period, but you can still recover that disk space after that length of time expires. Moreover with ProStor InfiniVault, our image retrieval times shrank considerably to sub-two seconds compared to up to 20 seconds previously with the Plasmon system."

This feature included in the ProStor system was a significant improvement over the optical disc technology that didn't allow for recovery of deleted disc space.

"The ProStor InfiniVault M30 is installed here onsite. It reads and writes production images for the county and includes a real-time mirror to the ProStor InfiniVault M100 offsite. It's linked through Fiber and as soon as we write to the M30, it writes a copy to the M100," Kragenbrink noted. "We also use the M100 for backup to satisfy our Disaster Recovery plan. Instead of taking our servers from disk-to-tape, we now backup from disk-to-disk on the M100."

For more information about ProStor InfiniVault visit prostorsystems.com or contact the company at info@prostorsystems.com or call (303) 565.3100.

ProStor InfiniVault® Model 30



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