



CUSTOMER PROFILE



City of Saskatoon
Saskatchewan, Canada
city.saskatoon.sk.ca

Industry
Local Government

Annual Revenue
\$400 million

Employees
2,500

CA Products

- Unicenter® Management for Microsoft Exchange
- Unicenter® Network and Systems Management
- Unicenter® Performance Management
- Unicenter® ServicePlus Service Desk
- Unicenter® Automation Point™
- BrightStor® Enterprise Backup

CA Advantages

- Comprehensive data management and backup solution
- Central management of backup and recovery
- BrightStor® hot backup capability for SQL and Exchange
- Policy-based management of critical business systems
- CA Technology Services™

Saskatoon Minimizes Overhead and Implements Disaster Recovery Plan Using Unicenter® and BrightStor® Enterprise Backup

“We use Unicenter® Management for Microsoft Exchange to protect ourselves against software failure and BrightStor® to provide a centralized server backup facility. The combination is very powerful for both avoiding problems and recovering quickly from any unavoidable ones.”

— Peter Farquharson, Manager of Technology Integration
City of Saskatoon

The City of Bridges

With a population of more than 200,000, Saskatoon is the largest city in the Canadian province of Saskatchewan. Known as “The City of Bridges,” for the many spans across the South Saskatchewan River, Saskatoon is a vibrant center of learning, commerce and the arts.

Developing a Complex NT Environment

To serve ongoing business requirements as well as new initiatives, the City of Saskatoon chose to migrate all critical business systems to a Microsoft Windows NT environment. The long-term project plan called for a platform to manage a metropolitan area network that connected 18 civic buildings. The city began searching for a way to manage what was rapidly becoming a very complex environment. As Peter Farquharson, Manager of Technology Integration for the City of Saskatoon, recalled, “We needed a single view of multiple environments that included Microsoft Exchange Server, Microsoft SQL Server and Oracle NT Server.”

Farquharson pointed out that Saskatoon required complete, end-to-end protection of systems supporting critical business applications. To address this, the city wanted a high level of functionality in network and systems management; a comprehensive, fully integrated backup solution; and the ability to closely monitor service level agreements with outside vendors.

Ideal Solutions for a “Microsoft Shop”

IBM products were considered at first, including Central Backup, but the value for the cost and functionality were not in line with expectations when compared with the ability of Computer Associates International, Inc.’s (CA) BrightStor® Enterprise Backup to do hot backups of SQL and Exchange. Farquharson is pleased with the decision to work with CA. Regarding Unicenter®, “As a ‘Microsoft Shop,’ we appreciate the value that Unicenter brings to our NT environment. No other vendor offered such a complete management solution or systems that were so tightly integrated with our Windows NT environment as Unicenter.”



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Key Benefits

- Backup of five terabytes with two administrative staff
- Saves time with automated tape backup
- Now has the technology to develop a disaster recovery plan
- Increased efficiencies in management and backup procedures

Key Solution Features

- Centralized monitoring and management
- Automated backup and restore

Key Business Processes

- Citywide data disaster recovery
- Data protection

IT Environment

- Windows 95, 98, NT, 2000 and XP
- Server platforms:
 - Microsoft Exchange
 - Microsoft Internet Information Services (IIS)
 - Microsoft SQL
 - Oracle NT
- 35 servers supported by Unicenter®
- 30 servers supported by BrightStor Enterprise Backup
- Daily backup: 5–6 terabytes

Combining comprehensive management with comprehensive backup, Unicenter and BrightStor® provided the integrated and fully scalable management solution that the city needed to support its distributed offices and IT transformation requirements.

The broad functionality of Unicenter met the demands of managing the entire environment, while its modular architecture provided the flexibility needed to implement the solution in stages.

With Unicenter, a consistent, policy-based management approach provides the responsiveness needed to address complex system problems and help ensure optimum application performance and availability. For the City of Saskatoon, management of SQL database systems is the most critical, since they support sophisticated local government applications and business processes, such as Customer Billing, Human Resources and City Financials.

While Unicenter manages the availability and performance of the IT infrastructure and MS Exchange, BrightStor Enterprise Backup provides central backup and recovery of all critical SQL Server, Oracle, IIS, Exchange and application servers. Backup is performed 24 x 7 with a greater level of efficiency, helping to ensure that thorough backups can be performed during off hours.

CA Technology Services™ Makes a Difference

The CA Technology Services team helped the city to test and rapidly deploy the entire system. They configured the products to meet specific needs, provided valuable on-site knowledge transfer and achieved a full transition to production mode in a matter of weeks.

Tangible Business Benefits

For government IT organizations, benefits are measured according to overall systems availability and labor cost reductions. With Unicenter, the city can centrally monitor and manage its data network, critical SQL servers and Exchange mail servers — all with no additional IT staff.

With BrightStor Enterprise Backup, more than five terabytes of data can now be administered by only two staff members. In addition, with the straightforward user interface, file restoration can be handled by general operations staff instead of more experienced administrators.

Savings are also being realized in tape procurement and handling. Since only one kind of tape is being used, tapes can now be purchased in bulk. The solution also means a greater assurance that tapes are marked appropriately, speeding lookup and reducing loading errors.

“We can now have a disaster recovery plan that involves co-hosting,” observed Farquharson. “Without BrightStor Enterprise Backup, all of the servers would require their own, non-standard backups running in two locations, adding to the cost and complexity of recovery. We can easily deal with growth and upgrades, because the backup agent is standard.”

Summing up, Farquharson stated, “CA has given us an entire integrated solution. This has enabled us to do backups and monitor applications and servers, thus allowing us to work smarter, not necessarily harder.”

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