



### Overview

Muskegon Central Dispatch 9-1-1 proudly serves approximately 172,000 people of Muskegon County. They're tasked with coordinating emergency response among fifteen fire and eleven police agencies, plus two ambulance services. MCD 9-1-1 employs over 30 people with a staff that includes administrative personnel, Information Systems personnel, Dispatch Supervisors, and telecommunicators. Staff includes full-time personnel, as well as several part-time personnel used to supplement the operation. The center is staffed 24/7 with anywhere between 3 and 6 telecommunicators and a supervisor, based primarily on call volumes throughout the day. Staff are trained on 4 primary positions including Police Radio, Fire Radio, LEIN (Law Enforcement Information Network) processing, and call taking.

“Zerto with IntelliFlash allows us to maximize the efficiency of our storage while delivering the fast RPOs and RTOs we need to keep us up and running and ensure our community is safe.”

Bill Rensberger  
**Information Systems Manager Muskegon Central Dispatch**

# Western Digital & Zerto Answer Emergency Call for Fastest RPO/RTOs

## Problem

- Needed a solution to provide the fastest possible RPOs/RTOs to ensure public safety
- With minimal IT budget, they needed the most cost-effective solution
- Wanted the ability to do granular file-level restores without having to go through the time consuming process of restoring from backup

## Solution

- Replace previous snapshot-based DR solution with Zerto Virtual Replication on Western Digital's IntelliFlash storage to guarantee fastest RPOs and RTOs, while maximizing efficiency of storage.

## Zerto Results

- Seconds of RPO vs. hours**  
9 second RPO vs. 4 hours with previous solution
- Minimal footprint**  
50% storage footprint reduction with IntelliFlash
- Simple and fast**  
10 hours to complete proof of concept

## Company at a Glance

- Applications Protected**  
SQL, Exchange, Fileshare, Printing, Entire 911, Police & Fire Records
- Storage**  
Western Digital's IntelliFlash
- Production in Muskegon**  
DR Site - 26 miles away