



About the City of Tyler

Tyler, Texas is nestled in the Piney Woods of East Texas between Dallas and Shreveport, LA. The city spans more than 50 miles with more than 100,000 citizens and serves as the county seat of Smith County that covers another 940 miles. The town serves as a regional educational and technology center, hosting more than 20,000 higher-education students, a college of engineering, a university health science center, and two regional hospital systems.

City of Tyler CIO Benny Yazdanpanahi and his IT team help keep the city running 24/7 with services for public safety, water, waste, and roads, as well as IT services to 11 Smith County cities. After a software glitch knocked out Tyler's critical software applications for several days, Yazdanpanahi turned to Zerto and Mark III Systems for a new approach to IT resilience.

Zerto has dramatically improved our IT resilience to keep data running and replicated across all our locations, and ensures we can recover data and keep IT running to support Tyler's public safety and public works in the event of a disaster.

Benny Yazdanpanahi
City of Tyler, CIO

Zerto Keeps City of Tyler Blooming with IT Resilience

Challenges

- After a software driver glitch knocked out critical applications for several days, Tyler needed a new disaster recovery solution that could quickly restore data and operations in the event of another interruption.
- Easily migrated from previous hypervisor technology to VMware
- The city needed to add replication to backup practices to provide continuity of services for all internal users to access data 24/7 and expand services to surrounding towns.
- A new system was necessary to recover data so public safety and public works employees can maintain uninterrupted services.

Solution

- Develop a new IT resilience model with Zerto and VMware to ensure the availability of data and IT operations that support city services.
- Zerto simplifies data management and IT resilience to allow resources to be extended to other county cities.
- Replicate and restore data and applications within seconds of a failure with Zerto.

Zerto Results



Fast Recovery

Zerto enabled Tyler IT to quickly recover in one instance where a support technician accidentally wiped out an application and all the data associated with it.



Ease of Use

VMs are easily created and migrated to DR, making it easy to take down and repair VMs.



Simplified Preparation

IT resilience helps the city prepare for annual security audits by Criminal Justice Information Systems.

A Rosier Outlook for Tyler's IT Resilience with Zerto

The city of Tyler is known for its Texas hospitality and beautiful roses that signify the city as the Rose Capital of America. Its more than 100,000 residents rely on Tyler's IT to keep the lights on, the water clean, the roads safe and the emergency services there when they need them. Much of this responsibility falls on the shoulders of Tyler's CIO, Benny Yazdanpanahi, who for nearly 18 years has kept the city's IT up and running.

After an error with a driver knocked out Tyler's IT software applications, Yazdanpanahi was forced to rethink how to protect the city's data and maintain the critical operations for public safety and the public works. Yazdanpanahi and his team normally conducted nightly backups across its three datacenters. But that wasn't enough to protect the city's infrastructure from a software glitch that no one expected.

"Disasters like these always cause you to re-evaluate your business practices, and so we decided our current DR wasn't what it needed to be," said Yazdanpanahi. "This unexpected failure took us several days to get back up and running, but it felt like months. We needed a new solution."

As part of their response, Tyler initiated an evaluation process to get operations back on track and make sure their systems have the highest resiliency and availability possible. After evaluating several other products, they chose VMWare and Zerto for its ease of use, affordability and its ability to scale to Yazdanpanahi's plans to expand services outside of Tyler's city limits.

Tyler IT now uses Zerto to protect up to 300 VMs including 50 VMs assigned to critical applications that support public safety services – EMS, 911, police and fire. Yazdanpanahi and his team of 12 IT professionals rave over Zerto's ease of use and tech support, which is making it easy to test their backups and VMs for speed and reliability.

"Zerto has dramatically improved our IT resilience to keep data running and replicated across all our locations and ensures we can recover data and keep IT running to support Tyler's public safety and public works in the event of a disaster," Yazdanpanahi said. "Our IT professionals are finding it much easier and faster to take down and spin up VMs. And replication across multiple sites is now possible, helping the city reinforce its disaster recovery capabilities."

Shortly after Zerto was installed, a support technician responding to an issue accidentally wiped out one of Tyler's applications and all the accompanying data. Benny and his team used Zerto to quickly roll back to three seconds before the technician made the change to bring the application and data back online.

With the extra level of confidence Zerto brings to the table, Benny can focus his team's efforts on better servicing City of Tyler citizens and employees, Developing innovative services such as a secure multi-cloud for city services including, police, fire, water, and other services.

"Zerto makes my job easier so I can spend less time worrying about infrastructure issues and more time focusing on innovation," he said. "Because my job is more than bits and bytes, I have to think about the organization for the next five to 10 years. Zerto gives me the tools I need to evolve and grow and serve our Tyler residents and those around us."

About Zerto

Zerto helps customers accelerate IT transformation by eliminating the risk and complexity of modernization and cloud adoption. By replacing multiple legacy solutions with a single IT Resilience Platform, Zerto is changing the way disaster recovery, data protection and cloud are managed. With enterprise scale, Zerto's software platform delivers continuous availability for an always-on customer experience while simplifying workload mobility to protect, recover and move applications freely across hybrid and multi-clouds. www.zerto.com