

**Case Study** - Customer Success Stories Page Description

**TITLE:** Port of New Orleans Streamlines Critical Data Protection

**Short Description:** (4-5 lines)

The Port of New Orleans uses Druva Phoenix for flexible, scalable Hyper-V backup and disaster recovery as a service (DRaaS) to centralize visibility and dramatically reduce the manual effort and infrastructure costs of managing its critical data.

**Industry:** Technology

**Asset Type:** Case Study

**Featured:** Yes

**Solution:** Enterprise Infrastructure

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[HEADER QUOTE]

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## [SIDEBAR SECTION EXAMPLE - REWRITE THESE]

### Challenges

- Manually intensive legacy data protection infrastructure
- Widespread end-user productivity issues
- Complex state and federal-mandated data compliance demands in the cloud
- Constant concerns about data vulnerability due to natural disasters like hurricane Katrina

### Solution

- Druva Phoenix helps the Port of New Orleans manage backup and DR for on-prem and cloud Hyper-V environments

### Results with Druva

- Consolidate central visibility and management of a dispersed data environment
- Multi-day resource-intensive restores now only take seconds to complete
- Backups that once took all day have been reduced to 30 min or less
- Calls to the IT department have dropped by 60-70%
- Built-in security and controls enabling cloud compliance

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## About Port Of New Orleans

The Port of New Orleans is the heart of one of the world's busiest port systems, located in the Lower Mississippi River. This port is critical not only to its local economy but to the national economy as well, passing over 30 million tons of goods and cargo through 14,500 miles of waterways, railroads, and interstate highways via a constantly expanding network of ocean carriers, barges, and truck lines. As one of the world's busiest cruise port, the port handles more than 1 million passengers through the cruise terminals. If the Port of New Orleans went down for three days, it would have a national impact of close to \$500 million.

## The Challenge

With a high volume of data to manage, and with so many people counting on its smooth operation, the challenges that the Port of New Orleans faces are immense.

One major issue was that the port's aging backup infrastructure, which was a legacy, manual-intensive system that was inefficient on multiple levels. It could take hours or, in some cases, days to retrieve files. Additionally, because the data was not centralized, employees had to spend valuable time moving around to various off-site locations to get the job done.

Another concern the Port of New Orleans had was with the security of its data, which today faces both internal and external threats. The port follows standards set down by Homeland Security and the Coast Guard, so data security is a top priority. Additionally, the non-centralized system left the port's data vulnerable to another Katrina-like storm.

The port needed an up-to-date infrastructure to manage its high volume of both legacy and incoming data, so it started looking into cloud solutions, and found Druva.

## Druva Phoenix: Cloud-Based

By moving to a cloud-based system like Druva Phoenix, the Port of New Orleans has already benefited from more efficient backup workflows and restore times. Backups and restores, which used to take anywhere between 4 to 8 hours per system, now take 30 minutes or less.

"The move to Druva gave us the opportunity to consolidate data that was previously dispersed throughout the enterprise and off site," said David Cordell, Chief Technology Officer of the port. "We have the ability to restore and backup data within seconds and continue to meet data requirements and business directives in a timely manner."

The positives extend to the Port of New Orleans' end users and their IT team, with the ease of use increasing dramatically. Customers are restoring files on their own, with only 5 minutes of training on Druva Phoenix, and calls to the IT department have dropped by 60-70%. End users

and staff alike are able to grasp the project within minutes, reducing stress on all parties, all while giving valuable time back to administration staff.

Finally, the increased visibility of stored data assures the port that their data is secure and meets government regulations. “If I had to recommend Druva to a peer, I would tell them look at the security that Druva has to offer, and it’s an easy product to choose,” Cordell adds. “If you compare it to any other competitor, you’ll see that Druva comes out on top.”

Find out how your organization can also benefit from [Druva Phoenix](#)