



## Case Study Durham Regional Police Services

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### A MATTER OF SECURITY



The Durham Regional Police Service (DRPS) is a large, progressive law enforcement organization. In terms of numbers, that means 1,300 employees (approximately 1,000 police officers and 300 civilians) in over 20 buildings spread throughout the eight municipalities

that comprise Durham Region. In terms of structure and organization, it means a set-up much like a private company.

But a key service provided by DRPS is one most private companies don't have to deal with: emergency response. Which is why, for this organization, having a trusted partner to support IT infrastructure is mission critical to ensuring operations run efficiently and effectively.

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Glen Cain, Senior Systems Analyst, Durham Regional Police Services

Glen Cain, DRPS's Senior Systems Analyst, has been working at the DRPS for 20 years and is responsible for DRPS's corporate backups and virtual environment. Over the years he has seen its IT department move from a peer-to-peer Windows NT environment to an active directory environment, and now, to a virtualized environment. It's a significant undertaking, and one that requires not only a strong internal team with solid expertise, but also

an accessible, experienced IT partner to support and troubleshoot when needed.

"We currently have approximately 200 servers," says Glen. "Most have been converted into a virtual environment; however, some 15-20% still require physical boxes. Our 911 services run on virtualized servers and have been doing so for 6 years."

"We answer the most demanding, challenging and critical storage and data management issues facing companies today"

Mirella Lebeau, VP of Client Support and Managed Services, Kanatek

In fact, DRPS is one of only a handful of 911 services that runs in a completely virtualized environment. This makes things a lot easier from a Disaster Recovery (DR) perspective, because hardware is now less of an issue, and the result is that DRPS no longer needs to rely on a variety of vendors to support their 911 service.

### THE CHALLENGE

Like many organizations, the DRPS faces limited resources in terms of time and budget. But allowing these challenges to compromise data storage and security was simply not an option. This dynamic police force needed a partner to grow and evolve with: a team who would understand their strengths and limitations, work within their existing framework and provide custom solutions specific to their needs.



## THE SOLUTION

With over 30 years experience working with IT departments across Canada, the US and Europe, Kanatek specializes in providing tailored services to manage, safeguard and support data infrastructure for organizations like Durham Regional Police Services.

"We answer the most demanding, challenging and critical storage and data management issues facing companies today," says Mirella Lebeau, VP of Client Support and Managed Services. "And we help our clients understand and integrate new technologies by making use of their existing IT infrastructure."

Partnering with industry leaders like Symantec, Kanatek is well positioned to offer unparalleled support, service delivery and solutions, all customized to the DRPS's storage, security, data management and data recovery needs.

## THE RESULT

Having partnered with Kanatek, DRPS is now assured that if any IT issues arise, Kanatek responds immediately, a standard service that insures no client need is compromised or left sitting in a queue.

"Kanatek's strong track record of success exists because of these types of partnerships," says Mirella. "We are totally committed to providing focused, flexible support."

"Kanatek delivered the right people for the project," Glen agrees. "I know if I have any problems at all, it's just a quick phone call and everything is figured out. Their familiarity with various servers and their history in supplying services to large companies was important to us."

Glen also acknowledged Kanatek's diligence and efficiency in tackling any problems that arise.

"You don't always get that from other large companies," he says. "These are things that make us happy as a Kanatek customer. With Kanatek, you get personal, reliable service."

## THE FUTURE

As the Durham Regional Police Services grows and changes, Glen says the DRPS will definitely turn to Kanatek if a requirement for backup environment support should arise.

"It's all about relationships. That matters more than anything. And with Kanatek, we've built a good, lasting partnership of trust."

# Kanatek Products and Services used by DRPS

Once Kanatek became familiar with the DRPS's unique working environment they created a portfolio to support and grow with the business's present and future requirements. This portfolio included:

### SYMANTEC ENTERPRISE VAULT

As the most widely deployed archiving solution in the market, Enterprise Vault allows IT professionals like Glen to seamlessly store, manage and discover their email and electronic files without increasing infrastructure overhead. The Enterprise Vault answers a growing need for businesses like DRPS who often find themselves searching electronic information for internal audits, HR requests, compliance supervision and legal cases.

### SYMANTEC NETBACKUP

A market leader in enterprise backup and recovery software, this single, intuitive management console is built to protect large and demanding data center environments such as the one at the DRPS. NetBackup goes well beyond the reach of traditional backup practices, revealing all backup and recovery activity and allowing consistent policies and service levels to be enforced. NetBackup can help automate the DRPS's DR readiness by storing backups off-site, regardless of what storage or transport is used.

### KANATEK CLIENT SUPPORT

One of Kanatek's core beliefs is that data management should be an investment not a cost. Building trust is essential when dealing with mission-critical data, and Kanatek worked closely with DRPS to integrate backup and recovery software, hardware assets, and related IT resources to create an enterprise wide information flow that was both flexible and cost-effective. Kanatek is one of only seven Symantec Technical Services Partner Program (TSPP) partners qualified in the world to offer first and second level support on Symantec products, and the only one in Canada, making it ideal for DRPS.

The DRPS's 24/7 support package is custom tailored, and involves trouble-shooting any NetBackup enterprise environment issues, with bilingual services and Level 1 and 2 support. In addition, there is a single, dedicated point of contact assigned to the account to ensure Kanatek stays on top of things and is able to respond to any challenges in a moments notice.

