

CASE STUDY

Tintri IntelliFlash™ Powers Idaho's State Court System

IntelliFlash



The Idaho Supreme Court IT department is responsible for all IT services for the state's judges, staff, and constituents. IT is an extremely important function of the supreme and district courts of Idaho. Providing support for all forty-four counties in the state, the department is responsible for ensuring a seamless, convenient experience for both judges and constituents – whether through email, database access or providing information to the public.

The Challenge: Replace a Decentralized Network with a Private Cloud to Better Serve the Constituents of Idaho

In 2014, all forty-four counties within the state had their own separate IT infrastructure and most of their storage equipment was reaching end of life. They wanted to move away from a cumbersome decentralized system spread across the forty-four counties to a private cloud infrastructure that could provide fast, efficient, and reliable service.

"The situation was so bad that if you had a speeding ticket in one county, you had to go to court there because they did not have access to your files and paperwork in your own jurisdiction," said Kristy Grabo, who is head of Virtualization and Storage for the courts. "We knew we needed to redo our infrastructure, especially pertaining to storage."

With this situation in mind, and with the support of state legislation, the Supreme Court of Idaho embarked on a five-year plan to transition the courts from a decentralized network (each county had its own Oracle database and local server) to one SQL database in Boise, the state's capitol, at which each county could connect.

Naturally, the prospect of overhauling an organization's entire infrastructure—let alone the state's entire court system—was a daunting task. "The court is obligated to keep on file all relevant information to a court case, whether that is a document, audio recording, or email, indefinitely. Since everything had been decentralized for so long, we had no idea how much space was even necessary for this project," said Grabo.

The Solution: Tintri IntelliFlash

Knowing how vital its network was going to be, Grabo was looking for a system that could store all necessary records in a centralized location, as well as provide the same quality of experience users received with a localized system.

The Supreme Court of Idaho first looked at all-flash systems as a potential solution. However, they quickly realized that the benefits did not outweigh the costs for the scope of the project. "We liked the speeds, but we wanted to pay for something we could actually afford and use," said Grabo.

They chose IntelliFlash hybrid systems as the storage foundation. Only IntelliFlash could give them the low dollars-per-GB they needed while maintaining exceptionally high quality of service.

The Court eventually chose IntelliFlash hybrid systems, because they leverage the performance of all-flash, the density of hard disks, and the features of IntelliFlash Operating Environment (OE) to deliver a compelling storage platform that accelerates their workloads. Idaho's court system no longer had to compromise between performance, capacity, and cost. "We needed something that was extremely fast for our databases, but we didn't need a full all-flash system. IntelliFlash hybrid flash was the perfect solution for us," said Grabo.

Challenges

- Needed to transition IT infrastructure from a decentralized network model to a centralized, private cloud system
- Maintaining continuous access during transition process

Solution

- Tintri IntelliFlash

Results

- Seamless transition from data centers distributed across forty-four counties to a centralized on-premises private cloud for both IT and end-users
- Real-time virtual VM visibility allows Idaho Supreme Court to lower operating expenses, proactively manage storage and maximize uptime
- Data deduplication rate of 35 to 40% on-site; 60 to 65% at disaster recovery site
- Accommodation for future data growth and additional virtualization

A Seamless Transition from On-Premises to Private Cloud and Real-Time Visibility into Infrastructure

With IntelliFlash hybrid flash systems, the judicial branch of Idaho successfully rolled out its new infrastructure for the state. The transition was been easy and smooth.

"We've been extremely impressed with IntelliFlash. Our systems are performing exactly as advertised in our proof of concept—which is a rarity," said Grabo. "Beyond that, the user experience has been fantastic. Staff at the counties that have switched to our private cloud have not noticed any difference in their experience, which is pretty amazing if you think about it, as they were connecting to local area networks before."

Deduplication and compression have also been a big win for Idaho's legal system. Before IntelliFlash, Idaho's courts did not have an accurate estimate as to how much data they were going to need to store at their centralized servers in Boise. It turns out that didn't matter much. "Our average deduplication rate is almost 40%. At our data recovery site, it's closer to 65%!"

Finally, Grabo and the Courts' IT team have real-time visibility that is unprecedented for the state's legal system. "Our team is able to see what's going on within our infrastructure at any moment, without digging into a command line. This allows us to run the most efficient setup possible, lowering operating expenses and allowing us to be proactive with our storage," said Grabo.

With three years to go in the transition plan, Grabo is feeling optimistic. "We're building something that is so crucial for all Idahoans. It's exciting to be a part of something like this—to bring the courts a little bit closer to home for everybody."

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Kristy Grabo, Head of Virtualization and Storage

Experience Different! For more information on how Tintri IntelliFlash can turbo-charge your business success through a simple, Intelligent Infrastructure, visit tintri.com/intelliflash.