

City of Ventnor Transforms IT Infrastructure with Tintri VMstore™



Ventnor City
New Jersey

City of Ventnor is a small shore community adjacent to Atlantic City in New Jersey with a population of ~10,000 year-round that increases to ~40,000 - 50,000 in the summertime. The city of Ventnor IT environment consists of eight unique city locations including beach headquarters, multiple fire stations, the department of Finance, and the department of Public Works.

As the sole manager of the city of Ventnor's IT environment, with the exception of the police department, James E. Pacanowski II, Certified Government Chief Information Officer (CGCIO) and Network Administrator, oversees all of the city's hardware and software infrastructure and services.



VMstore

The Challenge

Aging Infrastructure and Rising Costs

In 2016, city of Ventnor's existing IT infrastructure included a previously owned Cisco Unified Computing System (UCS) and two Dell EMC storage arrays. Pacanowski soon realized there were many limitations including a lack of scalability, stunted performance and a framework that was increasingly difficult and expensive to manage. Upgrading storage required purchasing entirely new arrays – at twice the cost for half the capacity.

"The storage arrays were coming out of warranty and the Cisco UCS was starting to have problems," says Pacanowski. "Even when we upgraded the blades, we still encountered performance issues. The upgrades weren't taking right, there were errors and overall, and it was hard to get the current technology up to date."

Dell's pricing model and lack of personalized support added to the frustration and in addition to dealing with multiple vendors and complex support processes, the current system was not user-friendly. "I had to jump through five-to-six hoops to get to the right person," says Pacanowski.

The decision to transition to a nimble, fast, reliable, and easy-to-use solution came on the heels of an IT emergency that forced the city of Ventnor to make a change quickly.

The Solution

Turning the Corner with Tintri VMstore

Longtime partner Lou Melograna, Chief Technology Officer of StarNet Solutions, a leading IT integrator in the New Jersey area, recommended Tintri VMstore – a streamlined, high-performance solution that fit the city's needs and budget. "I'd been talking to Lou for about a year, trying to decide when to make the move to Tintri, and circumstance dictated the timing," Pacanowski said.

"Replicating all of the data on the Cisco and Dell system would have taken days or longer. On Tintri, we were operational in 20 minutes," says Pacanowski. "Tintri's pricing model was so much better, we bought a separate unit for the police department and the cost of both was less than what we were going to do with Dell and Cisco."

"Everyone that I talked to from Tintri's tech support, to sales, and everyone in between, was just great. I look for a company that isn't going to treat you like a number but as a person and as a personal contact," adds Pacanowski.

"Unlike other vendors who treated the city of Ventnor like just another number, Tintri provided real relationships, fast action and dependable performance. For an IT team of one, that personal touch made all the difference."

*James E. Pacanowski II,
Certified Government Chief
Information Officer (CGCIO)
and Network Administrator*

Challenges

City of Ventnor, a small shore community adjacent to Atlantic City, faced critical IT infrastructure challenges compounded by aging systems and rising costs. With only one IT staff member supporting the entire city, a reliable, cost-effective and user-friendly storage solution was vital.

Solution

Partnering with Tintri and StarNet Solutions, the city streamlined operations, improved data security, and drastically reduced downtime and support requests.

Results

- Granular snapshot recovery and restore capabilities
- Fewer help desk tickets and performance complaints
- Seamless management, even by a small IT team
- Future-proof, cost-effective and user-friendly solution

The VMstore Series, the industry's first AI-driven NVMe storage system, is Tintri's most powerful and flexible auto-adaptive platform. Purpose-built for intelligent data management, VMstore systems simply deploy in minutes, self-optimize and dynamically adapt to accommodate the most demanding workloads in the data center for each virtual machine (VM), container and database.

"I speak very highly of Tintri VMstore and believe in it. It just works and does exactly what it says it is going to do. It is a 'set it and forget it' solution," says Melograna. "Not only are my customers' jobs stress-free with reliable technology, but my job also becomes less stressful. I can rely on VMstore and won't stop recommending it."

The Results

Improved Performance, Support Call Reduction, and Future-Ready Infrastructure

The transition to Tintri delivered immediate and tangible benefits for the city of Ventnor.

"Moving data from one place to another has been faster and the reporting functions have been great – if I need to look at the status of anything, it's all in one easy place to see," says Pacanowski.

With faster access to data and an intuitive management interface, daily operations became more efficient and less stressful.

One of the most noticeable improvements was a significant reduction in support tickets – issues like slow system performance or inaccessible files became a thing of the past. This drop in user complaints allowed Pacanowski to shift his focus from constant troubleshooting to more strategic tasks.

"I'm not getting the headache calls that I used to," says Pacanowski. "Tintri's made my life easier where I can concentrate on other things and not have to worry about the potential of data loss or files freezing up."

The VMstore system was not only easier to use but also designed with scalability in mind – the hot-swappable components ensured that future expansion would be smooth and cost-effective.

"When we put the VMstore in place, I planned for a 10-20% growth. While we've grown in data, we don't have the need to upgrade at this time, but we do have the ability for growth

and can do it very easily and quickly,” says Pacanowski.

The infrastructure, once plagued with performance and support challenges, was now reliable, responsive and growth ready.

What truly set this transformation apart, however, was the human element. Partnering with Melograna, a trusted advisor and advocate for Tintri, brought a level of personalized support that was sorely missing from previous vendor relationships.

“Lou has been my savior,” Pacanowski noted, emphasizing how critical that partnership was. With Melograna’s guidance and Tintri’s responsive tech support, what could have been months of recovery turned into a matter of weeks.

“Unlike other vendors who treated the city of Ventnor like just another number, Tintri provided real relationships, fast action and dependable performance. For an IT team of one, that personal touch made all the difference,” Pacanowski concludes.

Experience Carefree Virtual Data Management. Experience Tintri. For more information on how Tintri VMstore can turbo-charge your business success, visit tintri.com/vmstore.



Tintri