



Data Management Excellence Achieved

Tyler Technologies implements Actifio to accelerate application development, automate DR, & differentiate service levels for the full data lifecycle.

Executive Summary

Tyler Technologies provides SaaS, data protection and support resources to the public sector. Business growth and shifting demands were straining operations. High service quality was threatened. Working with Actifio, Tyler was able to define new responsive service levels, mutually protect data centers and accelerate new application development. They cut infrastructure and operating expenses while creating a new foundation for future services.

“Actifio is giving us a competitive edge in the marketplace. It’s driving huge time, quality and productivity improvements for our developers. We can hold the line on new hiring and still produce more high quality code and do it faster.”

– MATT BIERI, TYLER TECHNOLOGIES CIO



Key Facts

WHO: Tyler provides public sector clients with SaaS and data protection services.

CHALLENGES: IT complexity, costs, data growth, application development speed and business continuity.

IT ENVIRONMENT: 100% virtualized on VMware, Fibre SAN, ERP

SOLUTION: Actifio in 2 data centers for backup, DR, replication, deduplication, application development and test.

BENEFITS:

- Accelerated application development
- Differentiated service levels
- SLA- based availability
- Eliminated silos
- Controlled costs

Company Overview

Tyler Technologies is a software solutions and services company focused on the public sector. With a singular commitment to customer satisfaction, they operate data centers in Maine and Texas that support clients across the United States and internationally. Their cloud-based resources help cities, counties, states and school districts streamline core business and public sector IT systems. Their solutions support ERP | financial, public safety, court case management, taxes, education services and more.

State and local government functions and school districts compete for costly talent with commercial businesses. Their ability to offer competitive salaries and benefits is limited. Tyler's focused, efficient services provide a needed level of professionalism that is in itself a public service.

The Challenge

Growth in Tyler's on-line government services business faced challenges on several fronts. Increasing public sector SaaS offerings demanded multiple service levels and faster recovery times. Time and cost sensitivity was critical. Tyler needed to respond, improving services while cutting expenses and lowering risk for their own business as well as for their customers. Without corrections, income would suffer.

Tyler had been growing and consolidating operations, adding to the client base. Their storage footprint had increased to 1.5 PB and the nature of public data required long-term archive protection – some for as much as 100 years. Sustaining service quality and responsiveness with existing legacy systems had become unworkable.

As Tyler acquired new software companies they were also merging facilities and functions. Twelve data centers were consolidating to two. All applications needed to stay in sync and run from either data center with each location backing up the other.

Data supporting application development and training needed improved systems and speed. Spread over 26 offices, application development and test teams lacked cohesive, rapid and accessible data access. Clients as well as internal staff required current production data access to operate effective training programs.

In all of this, Tyler had an opportunity to expand their business, to increase adoption of hosted application services across the public sector. Their objective was to build a full solution set for cloud-based Lifecycle Data Management. But to stand out against competitors, quality and performance had to be assured.

Examining Options

Tyler was searching for capabilities that would go beyond standard offerings. They wanted increased client services in data management, data protection and application development. They wanted to save clients the cost and headaches of directly managing IT infrastructure. Tyler also needed to improve internal capabilities in support of service excellence. Any vendor offering would need to do more than improve backup and recovery. It would need to add support for functional resiliency, data agility and mobility in a cloud-based model. Any new platform needed to perform rapidly and at scale while controlling the proliferation of data copies. They were looking for capabilities that would support a new data management mind-set and a break from burdensome past practices.

Examining available alternatives, Tyler found little fundamental difference in data management approaches from most vendors. They quickly ruled out more traditional backup and data protection vendors such as Commvault and Zerto that offered improved but very expensive backup mousetraps. Then they looked closely at Actifio.

Tyler had already advanced their production compute capabilities with a 100% VMware implementation. Actifio offered a natural progression that consolidated management through data virtualization and automated disaster recovery with fine tuned and tiered SLAs.

They also recognized that this was much more than data backup. Broader services could be created with virtualized data support for application development, testing and training. The selection of Actifio meant they could create better backup, data protection and disaster recovery services and they could build better code faster and applications could move to production faster and they could provide training faster and achieve ROI faster and reduce costs. It was an entirely new set of capabilities and a foundation model for true competitive differentiation.

“We had twelve data centers consolidating to just two. We needed simple and mutual failover protection. Until we found Actifio, we had just about given up on finding any single application that would do the job. But this is more than a replacement for anything. It's a whole new way of managing data. A new way of thinking. The difference is huge.”

– MATT BIERI, TYLER TECHNOLOGIES CIO

The Solution

As the number of Tyler clients and the scale of data grew, demand had also increased for faster backup and disaster recovery services. Clients wanted tiered and tailored services that were simple fast and automated. Actifio implementation enabled new services such as graduated SLA-driven data management. Beyond basic backup and recovery services, clients could now choose to manage their data according to discrete business rules and service levels. They could retain and access data according to tailored policies including instant-mount and provisioning for fast recovery.

Actifio now protects hundreds of terabytes for thousands of clients in Tyler's two data centers. Actifio Resiliency Director automates bidirectional replication and data movement with non-disruptive testable DR. It eliminates redundant data storage and reduces network traffic. Tyler clients can now select from five service levels that differentiate recovery times ranging from standard 24-hour recovery to complete service restoration to a distant datacenter in as little as 15 minutes.

Because virtual production data copies are immediately available, Actifio has helped Tyler and their customers accelerate application development. With a new DevOps approach time-to-market is faster and quality is up.

Immediate benefits from Actifio

SLA-based availability—Tyler Technologies has raised the bar on SLA-based SAAS availability levels for state and local governments.

Eliminated silos—They are breaking traditional IT silos like backup to cut costs and build an enterprise data management platform that services multiple client-facing and internal needs.

Controlling costs—They are helping clients manage IT finances by avoiding high upfront costs while crafting an innovative subscription model responsive to budget pressures.

Differentiated service levels—Offers include tiered SLAs for data recovery and hosted applications

Accelerated application development—Rapid delivery of secured virtual data copies is accessible for internal support and testing teams, as well as directly to clients for accelerated high quality testing, troubleshooting and training.

Copy data reduction—Data copies, storage and networking footprint are all reduced through data virtualization.

Automation—Manual and time consuming recovery processes have been replaced by fast, simple and automation and virtual data accessibility.