



City of Greenwood Village

Primed and ready for growth

The Community

Founded in 1950 and located immediately south of Denver, Colorado, the city of Greenwood Village is home to some 14,000-plus residents in over 6,000 households and a total workforce of over 35,000 people. Once primarily a rural community, Greenwood Village has grown to become a dynamic blend of urban and residential areas, and now includes nationally recognized business parks and vibrant neighborhood associations. The mission of the city's government is simple: sustain and enhance the quality of life for its citizens through all government operations.

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Michael Edwards
Technology Operations Supervisor
City of Greenwood Village

The Challenge

In order to successfully serve its citizens, Greenwood Village not only depends on the employees working in its eight departments, but also, the IT infrastructure that drives processes throughout the entire organization. With recent growth and a need to deliver more higher quality services, city leaders realized that their existing storage environment wasn't aligned with their future growth objectives.

Particularly troubling was that for the last decade or so, the organization had been in a constant cycle of storage upgrades. According to Michael Edwards, Technology Operations Supervisor at Greenwood Village, "Either we weren't specifying it correctly or our data growth was faster than we thought it was going to be." This led to a patchwork solution that ultimately was unsustainable.

Greenwood Village needed a new answer – one that was scalable, something that could grow with the community and not require replacement every few years. What's more, the organization needed better management capabilities to evaluate and plan for growth within the system.

With these challenges in mind, Greenwood Village began looking for a partner that could design, implement and support an enterprise-class storage technology solution optimized to its unique requirements.

The OneNeck IT Solutions Answer

Despite being a Dell® shop for many years, Greenwood Village was interested in the EMC® VNX series and how it measured up against the Dell Compellent™ storage center. Aside from its global reputation for being a leader in storage solutions, it was EMC's support documentation that most impressed Greenwood Village. White papers, an active online forum community and YouTube videos – all this and more were publicly available to help customers learn about EMC's systems and how to troubleshoot them. "Support was key for us at Greenwood Village," says Edwards. "It was something that we looked for in a manufacturer, but also a partner, and OneNeck® IT Solutions fit the bill. Given how close OneNeck was to our primary office, we had peace of mind in knowing that a high-level of professional services was in our very own backyard."



City of Greenwood Village Summary

Organization	City of Greenwood Village
Industry	State Government and Public Sector
Business Challenges	Establish a storage strategy to manage data growth and support virtualization initiatives
Technical Environment	EMC VSPEX, including two EMC VNX5200 systems VMware vSOM Cisco UCS C-Series Rack Servers

Beyond proximity, however, OneNeck was an appropriate fit in many other ways – a very important one being their extensive experience with State and Local Government and Education (SLED) accounts. In fact, OneNeck has spent more than 20 years servicing public sector customers. This experience would prove incredibly useful in this case since a Western States Contracting Alliance (WSCA) government purchasing contract was used as a procurement vehicle.

In addition to improving its storage infrastructure, Greenwood Village was also getting ready to upgrade their Cisco Unified Communications Manager (Call Manager). Since Cisco's typical implementation is on a VMware® platform, Greenwood Village took this opportunity to get their feet wet with virtualization. The team wanted a single-pane-of-glass dashboard, which is something VMware's vSOM product could deliver.

To easily manage the entire storage and communications environment, OneNeck designed a reference architecture – a turnkey solution – that would enable Greenwood Village to seamlessly switch from EMC to VMware's interface. No plug-ins were needed – this complete SAN solution would be a true integration. OneNeck demonstrated the ease of use and performance capabilities, which gave complete confidence to the IT team at Greenwood Village.

The Benefits

During the first quarter of 2014, OneNeck began the implementation of the virtual platform and then VNX. While on site, the deployment team configured the equipment and got everything set up and running properly. OneNeck also moved Greenwood Village's file server and helped the organization do the initial virtualization of their servers with minimum drama and no downtime.

In the months following deployment, Greenwood Village was seeing positive results. Where once they were restricted by a limited number of drives per space, now the servers could scale with ease. Plus, they can manage everything through a single dashboard, providing the visibility executives need to analyze current status, project future growth and make smart business decisions.

Greenwood Village can add servers either for production or testing in no time, which is important for a small organization that doesn't have spare servers waiting to be put into production. Thanks to OneNeck's system design, Greenwood Village can also build a server in parallel to the production server, and once the upgraded server is ready to go, they can power down the old server and activate the new server with minimal impact to users during the switchover.

"Through OneNeck's support and guidance, we have been able to consolidate our disparate resources onto a single, integrated platform powered by EMC, VMware and Cisco," concluded Edwards. "With a secure storage solution in place and disaster recovery plans that will only improve over time, we're able to scale and meet the needs of the organization as we grow into the future."

The Next Phase

Now that Greenwood Village has a strong storage and virtualization solution, OneNeck is continuing to work with the organization on a backup and disaster recovery (DR) strategy.

A DR site has been established and the two organizations are working together to build a reliable plan. In early testing, Greenwood Village is already able to recover a server and its data in less than 10 minutes. Before, if they lost a server, it could take days to rebuild.

About OneNeck IT Solutions

OneNeck IT Solutions LLC offers hybrid IT solutions including cloud and hosting solutions, managed services, enterprise application management, advanced IT services, IT hardware and top-tier data centers in Arizona, Colorado, Iowa, Minnesota, New Jersey, Oregon and Wisconsin. OneNeck's team of technology professionals manage secure, world-class, hybrid IT infrastructures and applications for businesses around the country.

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