

# New York City Department of Probation Protects Records for 45,000 Criminal Cases with Acronis® Software



The New York City Department of Probation oversees a 45,000-person caseload as it works to return low- and mid-level convicted offenders to a productive place in society. The city sought to streamline the department's 900 probation officers' efforts to create and deliver more than 30,000 reports a year into the city's court system. The resulting all-electronic Reusable Case Management System (RCMS), deployed in 2008, literally eliminates 'paper-pushing,' saving nearly five million sheets of paper and increasing on-time delivery rates of court documents from 70% to 100%.

The RCMS depends on nine server-resident components based on an IBM® DB2 database and running on HP® ProLiant® 32-bit and 64-bit servers. Because it takes only one server failure to obstruct access to the system, the department sought a backup and recovery solution that could recover a failed machine quickly from outages. Acronis® Backup & Recovery™ 10 was chosen by the Department of Probation to ensure that the RCMS system is accessible day and night in the city that never sleeps. And it offers a potential return on investment of more than \$100,000 when compared with the option of purchasing duplicate hardware.

## Seeking a better Solution

While the department initially looked at the Symantec® Ghost® application, it was concerned that servers first had to be taken offline to take backup images, interrupting system availability. *"We had to come up with a better solution,"* says Carlos Ruiz, a senior administrator in the department. *"Someone who knew of the project suggested, 'Try Acronis. You'll like it.' We had a bigger disaster recovery program in place, but Acronis gives us an exact clone of each RCMS server that we can depend on if we have a problem."*

In testing, the department found Acronis could return a server to online status with no downtime whatsoever. *"When I saw my first image and restored it with little effort, I was very happy,"* Ruiz says. *"So was my boss. We started with five licenses and now have 15."*

### Organization:

New York City  
Department of Probation  
[www.nyc.gov/probation](http://www.nyc.gov/probation)

### Sector:

Government (civil)

### Key Challenge:

Maintain high accessibility of a heavily used law enforcement system

### Environment:

- IBM DB2 database
- HP ProLiant 32-bit and 64-bit servers

### Solution:

- Acronis® Backup & Recovery™ 10 Advanced Server with Acronis® Universal Restore®
- Acronis® Disk Director® Suite 10

### Benefits:

- Protects against catastrophic failures
- Fast system recoveries
- Cost effective
- Substantially reduces the need for duplicate equipment for recoveries

### Protects against failures

The department chose Acronis primarily to protect against failures. *“We want to be able to come back within two to four hours, depending on size of server. The whole idea behind getting Acronis is to identify a server that is acting up, restore the image from our 1.4 TB server, tweak it and keep going,”* Ruiz says.

The department’s DB2 server is the lynchpin of the RCMS system and at times may be subjected to elements that may affect its function. But that doesn’t mean it’s not well protected. Acronis is used to image the server so it can be quickly cloned if the machine happens to fail. Acronis also streamlines maintenance. *“Having clones allows me to carry out updates on the main box while the database application is running elsewhere temporarily,”* Ruiz says. *“Once updates are completed, we move it back to the original server and it comes up without a hitch. We don’t have to rebuild a new DB2 server from scratch, and this allows us to do upgrades or other maintenance in a reasonable amount of time.”*

### Support keeps things running smoothly

While Ruiz’s busy schedule hasn’t allowed him to explore Acronis’ automation features fully, he credits Acronis’ wizard-based user interface and the Acronis Support team for helping him work through issues that come up in day-to-day operations. *“Remote access is the name of the game in support. Sometimes Acronis uses Webex technology to help me learn the steps required to reach my goal,”* he says.

### Future includes virtualization, taking fuller advantage of Acronis features

The Department of Probation is embarking on a virtualization project as part of an ongoing effort to make its production environment more efficient and to enhance its disaster recovery preparedness. Specifically, Ruiz will be taking advantage of Acronis Backup & Recovery’s ability to migrate servers between physical and virtual environments. Ruiz plans to harness Acronis’ work-saving techniques to protect servers more efficiently. These include performing differential backups automatically, streamlining vault management and using the dashboard for at-a-glance views of the status of Acronis-protected servers.

### Acronis a key to departmental efficiency

Acronis has helped the department run RCMS servers with the same high efficiency that the RCMS application itself delivers to the City of New York. *“Had we not chosen Acronis, contingency plans might have included having a copy of every critical server on standby”.*

*“Instead we can dump a server image on a blank server, and within an hour or two the system will be up. Without Acronis, we would require more staff effort, but because we do have the software, we can bring a server back online in two or three hours without causing an interruption.”*

### About Acronis

Acronis is a global provider of storage management software that enables corporations and individuals to move, manage and maintain digital assets. Acronis sells innovative solutions for disaster recovery, server consolidation and virtualization migration, which allow users to maintain business continuity and reduce downtime in computing environments. Acronis software products are sold in more than 180 countries and are available in 13 languages. For additional information, please visit [www.acronis.com/](http://www.acronis.com/)



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