commvault
solving forward™

customer snapshot

public sector

Knox City Council

Knox City Council sees the Choice of Switching to CommVault Pay Off

What they bought

CommVaullt Galaxy Backup & Recovery

What it did for them

Recognising the limitation of its existing backup solution, the council adopted CommVault Galaxy across approximately 30 servers. A job that previously had taken a half-day to finish now only took less than 30 minutes to complete. On a number of occasions, the IT department had been able to resurrect failed servers using CommVault with minimal effort and loss of production time of staff. Patch management of the product is simple and supports automatic installation of updates based on schedules if required, which was considered very important.

Sold in partnership with

Thomas Duryea Consulting

Customer Background

Knox is one of the most populous municipalities in Victoria with almost 151,000 residents living in eleven localities. Knox City Council places a high priority on ensuring the community is well-informed in relation to Council decisions, programs, events and services.

In the last 5 years, Knox City Council has experienced tremendous growth resulting in the exponential increase of data and IT infrastructures. One of the issues faced was that the IT department had to deal with data management software from different vendors. The challenge was amplified with ongoing backup failures using a competitive backup product forcing IT personnel to escalate multiple issues to vendor's helpdesk which often took too long to resolve. This situation had placed the Council's data at risk. Prior to deploying CommVault, the time taken for checks, verification of overnight backups and preparation of the next backup cycle was an enormous half-day effort at minimum. There was no central management console for checking and preparing backups jobs. It was evident that the old backup solution was not providing the best ROI.

Customer comments

"It made good business sense to have one product for all our data management needs versus the multiple point products. CommVault's software works and with its singular approach to data management, it was an easy decision to make the switch"

Damian Barry
Network Administrator
Knox City Council