

Elmore County Commission



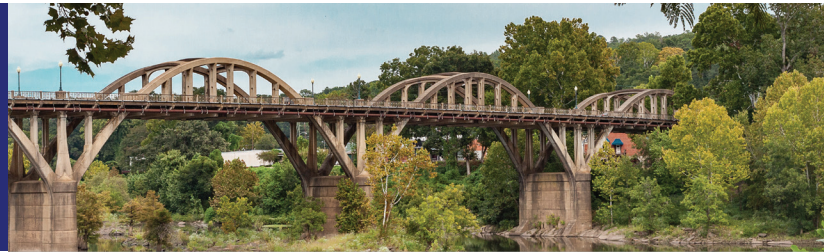
Customer story



Elmore County is a county in the east-central part of the state of Alabama, USA, with a current population of about 80,000 residents. The county boasts a range of nature attractions, parks, gardens and museums, and offers diverse tourist activities. Established in 1902 with Wetumpka as the county seat, the Elmore County Commission is responsible for the administration of numerous county services, including law enforcement, roads and bridges, voting districts and elections. Other departments include Revenue, Probate, Emergency Management Office, and Facilities Management.

Elmore County Profile

A county in the state of Alabama, US
County Commission founded in 1902
Multiple departmental offices across the county
Critical data managed by Tiger Bridge



Overview

The Elmore County IT department works with every single other department in the county to provide technical support, and presently serves around 240 employees across different offices. Elmore County has a typical storage setup consisting of local backup to external drives or NAS depending on where the device is located.

The Customer Challenge

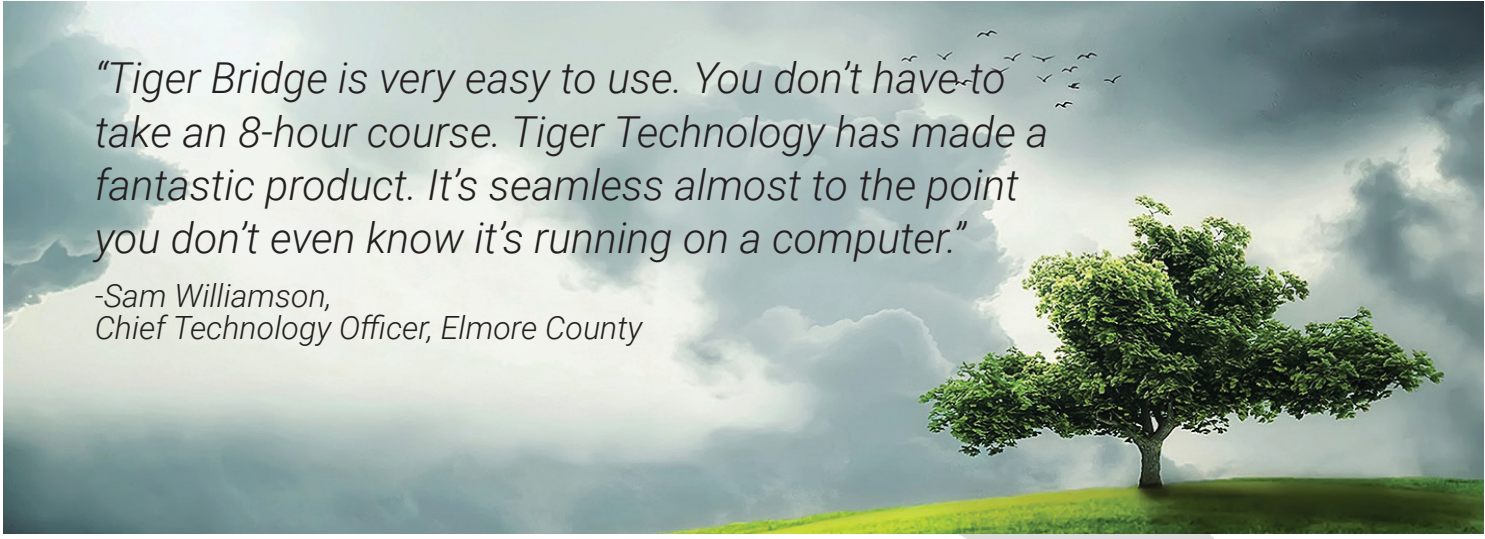
Data corruption and ransomware attacks were the main risks surrounding on-premises storage. Sam Williamson, Chief Technology Officer at Elmore County, was concerned about. Standard backup software led to complexities for the IT team. "We have to go back and pull previous versions of the file end users need and then explain to them that they've got to restore the file back to where it was," Sam points out.

To reduce such risks, Sam set out to build a 3-2-1 backup strategy by adding a third location in the cloud to the mix. After some research, he chose Wasabi for their cloud backups as he found it to be the alternative that meets County budgets and provides predictable cloud storage costs. "Within a ten-dollar range, we knew what we would be paying for every month," says Sam. However, he also needed a solution that could seamlessly connect local and network data with the cloud.

The Tiger Technology Solution

With the goal to find a reliable cloud-enabling data management solution, Sam began testing different products on the market. A key factor for Sam was the ease of integration and use, and with this in mind, he reached out to a contact at SHI who recommended Tiger Bridge. "I wasn't looking for anything cumbersome. I wanted it to do one thing, and that is to move data from computers up to the cloud, and then to be able to bring it back down relatively quickly. Tiger Bridge met that with a gold star. Every checkmark on the list – Tiger Bridge hit it. It was a no-brainer once I was shown how the product works," Sam recalls.

The cost-effectiveness of Tiger Bridge fitted easily into Elmore County's tight budget. It was the right solution that could meet their data management goals. Sam found that not only would Tiger Bridge allow them to meet their 3-2-1 strategy, but it would also enable Continuous Data Protection (CDP) and Multi-site Sync. Instead of a single backup a day, CDP ensures immediate replication of any file change. In addition, Sam found the Tiger Bridge integration to be extremely easy – the testing period included, it took him about an hour to set it up across all servers and workstations. "The Tiger Technology team has been fantastic. Once they showed me all the steps and explained what each thing did, I was able to take it from there," adds Sam.



"Tiger Bridge is very easy to use. You don't have to take an 8-hour course. Tiger Technology has made a fantastic product. It's seamless almost to the point you don't even know it's running on a computer."

-Sam Williamson,
Chief Technology Officer, Elmore County

Customer Results

Continuous Data Protection

Tiger Bridge now runs on three Elmore County file servers and 15 workstations to ensure cloud-enabled Continuous Data Protection for their critical data. It was Tiger Bridge's CDP capability that recently helped Elmore County to recover mission-critical governmental files and ongoing project data following a faulty laptop incident. "I completely recommend Tiger Bridge and will be a lifelong customer of Tiger Technology even if this one moment was the only time I ever needed it. Thanks again Tiger Technology!", shares Sam.

Multi-site Sync

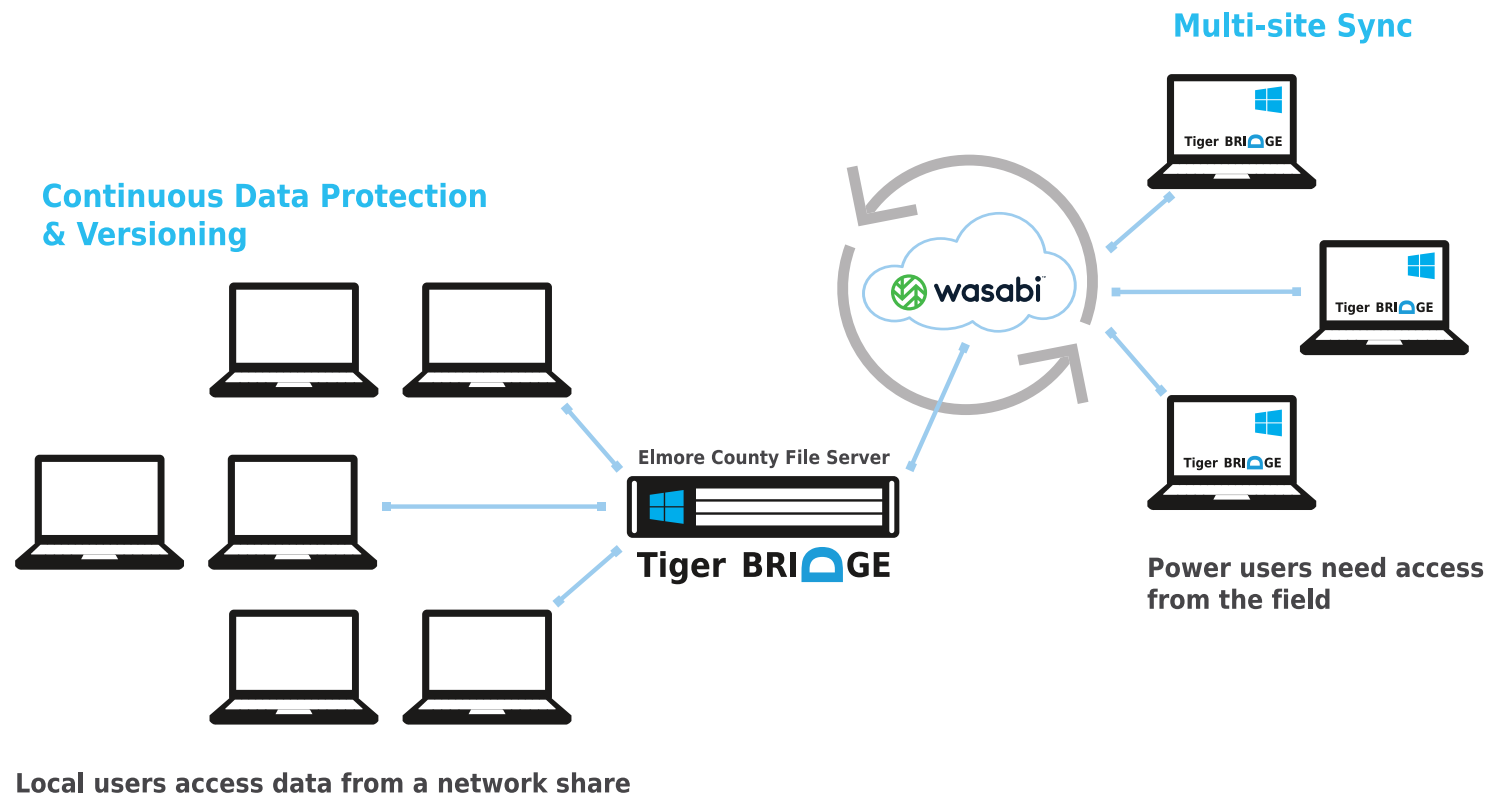
High-profile end users use the Tiger Bridge Multi-site Sync functionality to be able to access their files while they are in the field. Multi-site Sync with Tiger Bridge is also completely transparent for users. "For them it was no different than sitting in front of their computer in their office. They know where their files are, they can still access them outside, so it was a smooth transition for them," says Sam.

No Added Complexities

A huge benefit in terms of the Elmore County budget was that they did not have to make changes to their infrastructure or purchase any additional hardware to integrate Tiger Bridge. "Tiger Bridge installed and started working right out of the gate with what we had," says Sam.

Sam was particularly impressed by how smooth the Tiger Bridge user experience is. Elmore County end users have seen no disruptions to the way they do their work while Tiger Bridge policies run quietly in the background, and there was no need for them to be trained to use new software. It took Sam a couple of minutes to train IT department employees in how to install and use Tiger Bridge. "Tiger Bridge is very easy to use. You don't have to take an 8-hour course. Tiger Technology has made a fantastic product. It's seamless almost to the point you don't even know it's running on a computer," concludes Sam.

Elmore County Storage Setup with Tiger Bridge



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