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Department of Child Support Services Safeguards Sensitive Data with Rubrik

CALIFORNIA
CHILD SUPPORT SERVICES

INDUSTRY:

SLED

CHALLENGES:

- Inconsistent performance of legacy backup system required hours of administrative attention

- Legacy backup system required continuous capital investments for hardware and increased annual licensing costs at time of renewal

- Database administrators (DBAs) performed their own local backups, resulting in added capacity costs and ambiguous data ownership

RESULTS:

- Staff time devoted to backups cut by more than 50%

- DBAs embrace improved process provided by Rubrik for backups and restores

- Search capabilities make file restoration vastly easier

BUSINESS TRANSFORMATION:

By standardizing on the Rubrik data management platform, the department has a reliable, easy-to-use backup system that improves business continuity, reduces demands on IT staff, and lowers capital and operating costs.

California Child Support Services provides tools and services for child support case workers who assist citizens through offices at the county level. Some 600 employees who work for headquarters in Sacramento have access to data and applications on the department's IT systems, as do more than 7,000 caseworkers across the state.

The department runs Windows-based systems, including VMware-based virtualization, storage, Microsoft SQL Server databases, Office 365 applications, Web services, application development and backup. The department's primary application, a case management system, is hosted in the Cloud and interacts with a large number of smaller applications that integrate with other systems and provide additional functionality for workers at both the state and county levels.

Data integrity and security are essential to the department's IT systems, as records contain sensitive personal and financial information tied to child support payments and enforcement. Speed and reliability of data management are also critically important, as any downtime can mean citizens are not being served. And, as a state agency, cost control and efficient use of resources are always top priorities.

Cost efficiency and hardware lifespan was the reason the department started looking at alternatives for data backup in 2016. The criteria for a new backup solution not only included cost efficiency but also simplified operation. The new backup system needed to be easy to use and offer increased automation. With Rubrik, California Child Support Services found just that.

The department's need for cost control was met by a joint proposal from Rubrik and the department's system integrator, Enterprise Networking Solutions, Inc. (ENS), who delivered what the managing system administrator calls "an end-to-end solution" that didn't require any capital expenditure and costs close to what the department was previously paying for annual licensing. Rubrik and ENS jointly maintain the backup solution, giving the California Child Support Services team "peace of mind."

RUBRIK HELPS FACILITATE DATA MANAGEMENT ACROSS THE CLOUD AND REDUCES COSTS

Rubrik adds value to the department's cloud strategy through its superior replication and archival capabilities. "As we moved into a hybrid cloud environment, we were mindful that our management burdens could increase," the project manager says, "but Rubrik erases that concern by giving us a single, integrated solution that orchestrates data protection, replication and archiving."

Rubrik removes the complexity of hybrid cloud data management by simplifying and automating backup and recovery – across any mix of data centers, private and public clouds – with a single policy-based engine that eliminates the need for manual job scheduling. By providing California Child Support Services with the ability to instantly recover data anywhere in its hybrid cloud environment, Rubrik helps the agency achieve near-zero RTOs.

RUBRIK SIMPLIFIES OPERATIONS AND SATISFIES DBA CRITICS OF PREVIOUS SYSTEM

The department's previous backup system had many elements that needed to be monitored, and with Rubrik's solution these were automated, simplifying administrative tasks. Also with Rubrik, the systems administration team was able to delegate database backup directly to the DBAs, with confidence that backups are done at the intervals and granularity they desire.

With the change to Rubrik, "we recoup the capacity consumed by manual backups," the project manager adds. "Backups function as they should, we have confidence in the integrity of their data management, and we have achieved new levels of efficiency."

Rubrik is now the backup solution for all workloads of both the Windows/VMware team and the SQL Server database operation.

INTEGRATED SEARCH STREAMLINES FILE RESTORATION AND SYSTEM RELIABILITY

The project manager also praised Rubrik's integrated search capability. "A lot of times when people want a file restored, they don't know exactly where it is or what it's called. But Rubrik makes it easy to locate a file and has improved that process immensely." He also notes the reliability of Rubrik, "It has been highly reliable, which avoids time spent diagnosing and fixing problems."

When the COVID-19 pandemic caused most of the department's employees to work from home, the IT department had to adjust quickly. "We had a lot of new workloads to support, and it was good that we had Rubrik in place, because we didn't have to worry about backup. It just works."

Additional benefits from Rubrik include:

- **Integration with VMware**: "Because Rubrik has such tight integration with VMware, when we spin up a new VM, we can just automatically back it up. I don't have to worry about it."

- **Faster backups**: "We can comfortably back up everything we need in an overnight window instead of staggering tasks over multiple nights."

- **Support for software development**: "We use Rubrik all the time to give developers and testers a quick way to revert to a previous version. It makes them more productive during the QA process."

- **Fewer administrative demands**: "We're always looking for any efficiencies we can find. So, the less time we spend on backups, the more time we have for enhancing the services that make it easier for case workers to serve their clients."

CALIFORNIA
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"Rubrik has simplified our administrative tasks. Our backup system needed to be easy to use and offer more automation, and with Rubrik, we found just that."

**- Systems Administration Manager
California Department of Child Support Services**

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Rubrik, the Multi-Cloud Data Control™ Company, enables enterprises to maximize value from data that is increasingly fragmented across data centers and clouds. Rubrik delivers a single, policy-driven platform for data recovery, governance, compliance, and cloud mobility. For more information, visit www.rubrik.com and follow @rubrikInc on Twitter. © 2020 Rubrik. Rubrik is a registered trademark of Rubrik, Inc. Other marks may be trademarks of their respective owners.

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