Santa Clara County Office of the Sheriff achieves data resilience with Veeam and saves $40,000 annually

> " Saving money is outstanding, but achieving data resilience is our biggest accomplishment... Veeam helps us ensure data is always accessible. "

Thomas Nguyen
Infrastructure Engineer, IT Division, Santa Clara Office of the Sheriff

Company

The Santa Clara County Office of the Sheriff safeguards a diverse community across 1,300 square miles. Established in 1850 and situated in the heart of Silicon Valley, the Sheriff's Office is dedicated to ensuring the safety and security of over 2 million residents.

Solution

Veeam Data Platform

Industry

Government

Region

North America

Challenge

The mission of the Sheriff's Office is to preserve public safety, but it's not alone in that endeavor. State and federal agencies also provide indispensable data and support. The challenge for the Sheriff's Office was ensuring its data remains accessible, secure, and compliant with county, state, and federal cybersecurity and privacy regulations.

Results

- Secures backups for relentless ransomware protection and safe recovery

- Complies with FBI Criminal Justice Information System and California Department of Justice security policies

- Integrates with Dell PowerProtect Data Domain to save $40,000 in storage annually

Business Challenges

When deputies approach a car that is driving erratically or knock on the door of a resident suspected of drug trafficking or terrorism, they find themselves in an unpredictable situation that can become deadly.

"Deputies have to assess these situations quickly because they don't know who's behind the wheel or behind the door — or whether or not they're armed," said Thomas Nguyen, Infrastructure Engineer in the IT Division of the Santa Clara Office of the Sheriff. "Deputies must know immediately if they're dealing with a previous offender or a person of interest, so they check our IT systems."

Nguyen said these systems contain criminal data, case files, reports, and forensic evidence from county, state, and federal agencies. The Sheriff's Office works closely with the California Department of Justice (DOJ), the United States DEA, the FBI, and the Secret Service.

"Veeam had been deployed before I was hired, but I had used it in my previous job. Veeam's track record for delivering rock-solid solutions for data resilience is unrivaled," Nguyen said.

> **"** Public safety is on the line, so our systems must be backed up, accessible, and secure. Our challenge was determining best practices for backup, recovery, cybersecurity, and regulatory compliance, and the answer was right in front of us. Veeam's track record for delivering rock-solid solutions for data resilience is unrivaled. **"**

Thomas Nguyen
Infrastructure Engineer, IT Division
Santa Clara Office of the Sheriff

> "Veeam was already a key component of our BCDR plan, so by incorporating additional features like Veeam Recovery Orchestrator and Veeam Threat Center, we reached a new level of secure data protection, giving us the resources to deal with malware now and into the future."

Thomas Nguyen
Infrastructure Engineer, IT Division
Santa Clara Office of the Sheriff

The Veeam Solution

Veeam Data Platform Premium provides best practices for backup, recovery, cybersecurity, and regulatory compliance, enabling the Sheriff's Office to achieve data resilience for the first time.

To achieve data resilience, the IT team created a failover and recovery plan featuring CDP and Instant VM Recovery, which reduced recovery point and recovery time objectives (RPOs and RTOs) from hours to minutes. Nguyen said the plan came in handy when their largest virtual machine (VM) failed.

"The VM contained a shared library for investigative material, policies, procedures, guidelines, and payroll — everything needed for daily operations. We failed over, performed Instant VM Recovery, and live-mounted the VM so colleagues could access data and work could continue without interruption. Veeam provides business continuity and data resilience at its finest."

Veeam Recovery Orchestrator and Veeam Threat Center also support business continuity. Veeam Recovery Orchestrator lets the Sheriff's Office customize, automate, and test recovery plans, as well as document and verify recovery for regulatory compliance with the Santa Clara County

Information Security Office, the California DOJ, and the FBI Criminal Justice Information System (CJIS). Veeam Threat Center scans for malware so the Sheriff's Office can keep backups safe from unauthorized access, encryption, and deletion.

"Veeam takes a security-centric approach to everything — including integration with third parties," Nguyen said. "For example, integration with Security Information and Event Management (SIEM) tools like SolarWinds and Elastic is critical for us because they enable real-time backup server analysis and log analysis. If there's an alert about a possible infection, Veeam will back up before the infection hits."

Veeam also integrates with Dell PowerProtect Data Domain, saving $40,000 in backup storage each year. Here's how: Veeam backs up and deduplicates 2.5 PB of data to Data Domain, which compresses data 30 times to 71 TB, saving significant space.

"Saving money is outstanding, but achieving data resilience is our biggest accomplishment," Nguyen said. "If our deputies are about to raid a building with partner agencies from local and federal levels, they must have immediate access to critical operation data for their safety and public safety. Veeam helps us ensure data is always accessible."

The Results

Secures backups for relentless ransomware protection and safe recovery

"Failover is great unless you're failing over malware too," Nguyen said. "We don't have to worry about that because Veeam scans for malware, enabling us to go back in time to a backup that we can safely restore. Additionally, Veeam reduced RPO and RTO from hours to minutes, which is great for business continuity."

Supports compliance with the FBI CJIS and California DOJ security policies

"Whenever we get an audit request, we don't think twice about it because Veeam provides all the testing documentation that is required," Nguyen said.

Integrates with PowerProtect Data Domain to save $40,000 in storage annually

"One of the things we appreciate most about Veeam is integration with third parties like Dell, SolarWinds, and Elastic," Nguyen said. "We save money while also getting comprehensive data protection."

About Veeam Software

Veeam, the #1 global market leader in data resilience, believes every business should control all their data whenever and wherever they need it. We're obsessed with creating innovative ways to help our customers achieve data resilience. We do that by offering purpose-built solutions that provide data backup, data recovery, data portability, data security, and data intelligence. Headquartered in Seattle, with offices in more than 30 countries, Veeam protects over 550,000 customers worldwide, who trust Veeam to keep their businesses running. Learn more at www.veeam.com or follow Veeam on LinkedIn @veeam-software and X @veeam.

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