Strengthening cyber resilience in mission-critical situations

Implementing Dell PowerProtect solutions strengthened Lafayette Utilities System's cyber security, protecting customer information and physical infrastructure data during cyberattacks and outages.

Business needs

Lafayette Utilities System (LUS) provides high-quality, competitively priced electric, water and wastewater services to the citizens of Lafayette. As part of an overall data center modernization, LUS needed to strengthen its data protection and cyber resiliency solution to minimize disruption from natural disasters and proactively defend against cyber threats.
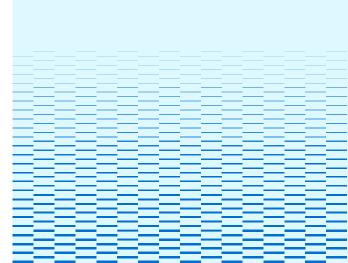
Business results

- **Delivers intelligent data protection,** enhancing cyber resiliency.

- **Enables proactive threat protection** from natural disasters and cyberattacks.

- **Accelerates backup windows** from 20 hours to 4-5 hours and exchange server times from 4 hours to 20 minutes.

Solutions at a glance

- Dell PowerProtect Data Manager
- Dell PowerProtect Cyber Recovery
- CyberSense
- Transparent Snapshots

DELLTechnologies

Using Dell PowerProtect Data Manager, LUS has reduced daily administration tasks by 80%.

Keeping a community switched on

Established in the late 19th century, Lafayette Utilities System (LUS) provides essential electric, water and wastewater services to the people and businesses of Lafayette, LA. To adhere to strict industry regulations around data management and an ever-evolving cyber threat landscape, LUS needed a solution to prevent attacks and proactively secure both customer information and physical infrastructure.

The LUS infrastructure is vitally important to the city. An outage caused by either a natural disaster or a cyberattack can seriously impact Lafayette Parish's (County's) population of around 245,000. LUS turned to long-term partner Dell Technologies for support in modernizing its data center to provide a simple, agile and robust cyber resiliency solution across all its diverse systems and workloads.

Powering protection

For a decade, Dell Technologies has been a trusted advisor to LUS, and PowerEdge servers are already used to run its core infrastructure. By implementing Dell PowerProtect Data Manager and PowerProtect Cyber Recovery, LUS can proactively prepare for and recover from any unforeseen threats. These solutions ensure critical data remains safe and quickly recoverable following an outage, system failure or cyberattack.

As a key goal of its Cyber Maturity strategy, LUS deployed PowerProtect Cyber Recovery — an isolated vault to protect and separate critical data from ransomware and other sophisticated threats from the production environment. CyberSense seamlessly integrates with Cyber Recovery, using machine learning to monitor and detect suspicious activity, protecting customer information and the utilities infrastructure from cybercriminals.

LUS migrated from a legacy data protection software to the modern PowerProtect Data Manager software that delivers multicloud data protection. With Transparent Snapshots, a unique feature of Data Manager, LUS increased storage space efficiency and ensured that it had little to no service interruption. LUS can now minimize data loss and restore essential services quickly and efficiently.

Smarter systems, smoother operations

PowerProtect Data Manager has reduced the risk of data loss by cutting the time it takes LUS to back up Exchange servers from 4 hours to just 20 minutes. Backup completion times for key operational applications including Oracle, MySQL and Linux have been halved — from 20 hours to less than 5 — resulting in shorter Recovery Point Objectives (RPOs) that allow more frequent backups. Data Manager ensures that mission critical applications are protected without impacting their performance.

PowerProtect Data Manager also powers the LUS Outage Map, a predictive analytics tool that collects data from different systems and predicts potential issues in real-time, enabling faster action. Using the Outage Map, response teams can quickly pinpoint where crews are needed on a heat map and residents and businesses can stay up to date on where outages occur and when they will be fixed. Supported by smarter systems, LUS can manage its resources more efficiently. LUS not only provides efficient service to the Lafayette community, but now has the bandwidth to provide mutual aid agreements with other regional service providers. This means it can send electric line crews to at-risk regions like the Gulf and East Coasts to help restore power in the event of a natural disaster.

> **"**
> **Through data analytics, we can predict where outages have occurred and get power restored as fast as possible."**
>
> **Matthew Suire**
> Network Engineering and Operations
> Supervisor, Lafayette Utilities System

> **Working with Dell Technologies has enabled LUS to strengthen all its systems to prepare for any unknown disasters and cyber threats the future may hold."**
>
> **Matthew Suire**
> Network Engineering and Operations
> Supervisor, Lafayette Utilities System

A resilient partnership for a growing city

Dell PowerProtect data protection solutions were pivotal for LUS in modernizing its cyber resilience and ensuring the integrity of its infrastructure in the event of a disaster. By understanding the importance of providing steadfast solutions for critical infrastructure, Dell is helping LUS prepare for its future with the tools and services required to protect people, businesses and communities in the city of Lafayette, as it continuously grows.

> **One of the things we like about Dell PowerProtect Data Manager is its Transparent Snapshots feature which allows little to no service interruption while we perform backups on our systems."**
>
> **Matthew Suire**
> Network Engineering and Operations
> Supervisor, Lafayette Utilities System

Learn More About PowerProtect Data Protection Solutions.

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