



ACCESS TO MONEY THAT'S ALWAYS PROTECTED

Security Service Federal Credit Union achieves continuous account access, 100 percent faster backups of disparate databases and 60:1 deduplication using Dell EMC's Integrated Data Protection Appliance



Banking and Finance

United States

Business needs

To meet increasing regulatory requirements and support growth, Security Service Federal Credit Union needed to simplify and accelerate data protection processes for 180TB of data on disparate database platforms and more than 1,700 virtual servers.

Solutions at a glance

- [Dell EMC Integrated Data Protection Appliance](#)

Business results

- Ensures continuity by speeding restorations to just minutes
- Single appliance boosts efficiency by replacing many data protection solutions
- Improves insight and frees up resources for innovation
- Simplifies regulatory compliance and growth

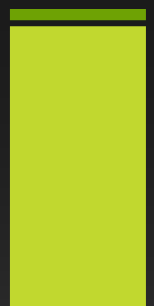
100%

faster backups
cut risk by making
sure all data is
protected



60:1

deduplication
reduces costs and
complexity



Bank and credit union customers need access to their accounts every day, around the clock—even if disasters occur. Employees also need continuous access to every byte of corporate data to support customers and meet stringent federal regulations. However, meeting these requirements can be extremely challenging for financial institutions. Oftentimes, data resides in disparate systems. And until recently, this meant IT staff needed different tools to protect the different systems, which increased complexity, inefficiency and costs.

The member-owned Security Service Federal Credit Union (SSFCU) faced these very challenges. The financial institution has grown rapidly over the past few decades: it's now the largest credit union in Texas and one of the largest in the nation, with \$9.5 billion in deposits and more than 750,000 members. However, scaling the business to support demand had resulted in significant IT disparity. Staff were using different technologies to protect 180TB of data in Oracle, MongoDB and SQL Server databases running Linux and Windows—and in more than 1,700 virtual servers supporting applications such as Microsoft Dynamics and Exchange Server. In addition to being time-consuming to manage, the platform-specific tools provided siloed views of backup and restoration processes, which would make projected growth more difficult. John McFall, senior vice president of the Enterprise Technology Group at SSFCU, says, “As we continue to grow, we really needed a new backup and recovery solution that would help streamline our compliance processes and overall efficiency.”

Replacing many solutions with one

After evaluating several technology options, SSFCU deployed the Dell EMC Integrated Data Protection Appliance (IDPA). “We have a great, long-standing relationship with Dell EMC,” says McFall. “Manageability and visibility were other key reasons for our choice. We could consolidate our workloads and have visibility into all of them from a single pane of glass with Dell EMC IDPA.”

To ensure success, Dell EMC worked with the credit union to define its data retention and restoration requirements. “Implementing IDPA went very quickly,” McFall says. “And we immediately gained the kind of comprehensive visibility into our backups that we had always needed but never had.” Today, IT staff and application owners can instantly see what information is being protected, and what the deduplication ratios and backup success rates are.

“The savings we’re seeing in cost and efficiency with Dell EMC IDPA, along with the faster backup and recovery times, allow me to sleep well at night.”

John McFall

Senior Vice President, Enterprise Technology Group,
Security Service Federal Credit Union

Greater efficiency cuts risk

Although the speed of individual data protection jobs depends on the amount of data being backed up or recovered, today with IDPA, all the credit union's data protection and disaster recovery processes are at least twice as fast. Plus, SSFCU is now protecting even more data: 215TB, up from 180TB. "It was taking many hours to complete backups prior to the IDPA installation," says McFall. "Now we can complete some jobs within an hour. Restoration times are also much better. Our recovery time objective is 24 hours, our recovery point is four hours, and it often takes just minutes to restore mission-critical applications. We can quickly spin up a virtual server in IDPA and migrate it to storage while it is operational, which is key in restoring systems—and the business—much faster."

Increased savings and innovation

By reducing storage requirements and complexity, SSFCU has more resources to grow and innovate. "Before we had Dell EMC IDPA, our deduplication ratio was about 20:1," says McFall. "Our current deduplication ratio is about 60:1. Our staff spend less time setting up and managing backups with IDPA, so they have more time for strategic initiatives."

Commenting on the overall benefits of the new solution, McFall says, "This IDPA implementation was another example of a successful partnership with Dell EMC. The savings we're seeing in cost and efficiency with Dell EMC IDPA, along with the faster backup and recovery times, allow me to sleep well at night and know that our data is safe, sound and secure."

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