

CBM Archives Improves Performance, Customer Satisfaction with Zadara

CBM Archives deploys Zadara's enterprise storage-as-a-service on premises and improves performance, agility, and stability — while reducing costs.



Summary:

CBM Archives Co. is a document management firm whose client base includes state and local government agencies. Document types range from fingerprint cards, arrest records, case notes, and various other forms and applications.

Challenges:

- Replace aging CapEx storage with OpEx storage-as-a-service
- Improve overall agility, performance and stability
- Maintain a limited, fixed budget

Solution:

- Zadara Storage as a Service deployed on premises

Results:

- Replaced CapEx with OpEx storage
- Improved backup speed by 10x and I/O throughput by 3x
- Eliminated system outages entirely
- Dramatically improved customer satisfaction

Founded in 1992 and headquartered in Austin Texas, CBM Archives is an industry leader in providing document management solutions for government agencies. Their primary client base is law enforcement, with an emphasis on the archiving of critical documents such as criminal histories and FBI-compliant records. Document types range from fingerprint cards, arrest records, case notes, and various other forms and applications. CBM has built a strong reputation based on knowledge, experience, ethics and values.

The guessing game of predicting future storage needs.

As a document management firm, CBM Archives' success is predicated on their ability to deliver cost-effective access to information. Their storage needs were growing exponentially each year and they struggled to forecast their capacity needs effectively. They were forced to either over-purchase in the near term to ensure sufficient capacity several years out, or risk under-purchasing and not having enough flexibility to scale. Additionally, almost as soon as they installed new storage it would become obsolete and need to be replaced. The entire process of forecasting, purchasing, managing and replacing the storage had become a serious handicap to their further growth.

Separately, CBM Archives was dealing with storage performance and stability issues that were impacting customer satisfaction and risking future growth opportunities. As Jerry Sanders, the President of CBM Archives explained, "We were caught in a firestorm of challenges and to make matters worse, we had no budget relief to address these issues."

Simplifying storage procurement and management.

By deploying Zadara's Enterprise Storage-as-a-Service (STaaS) on premises, CBM have been able to standardize on a common platform, eliminating the need for multiple storage products. With the Zadara as-a-service model, they no longer need to pay large sums to replace their storage every three to five years. They have also been able to eliminate the entire forecasting process because they simply grow or shrink their capacity as needed. This helps CBM Archives control their budget and manage operations.



“Zadara helped us transition our business, improving customer satisfaction and reducing overall costs.”

Jerry Sanders,
President,
CBM Archives Co.

Higher performance. Higher stability.

From a performance standpoint, the results have been dramatic. The prior storage was causing bottlenecks which either created delays in customer access to data or caused the systems to crash. Since deploying the Zadara solution, I/O throughput has increased by a factor of three and their backup process has improved by a factor of ten. System stability has also been addressed. As Jerry Sanders described, “we were spending almost every weekend fighting outages that were impacting customer access to data. Since deploying Zadara, we have not experienced a single outage.”

24/7 monitoring and management.

One of the key benefits for CBM Archives has been leveraging Zadara’s online monitoring and management of the system. “As a managed services provider, we are now working as a team with Zadara Storage to ensure our government customers have continuous access to their online records,” said Jerry Sanders. “It is comforting to know that the data is triple-mirrored and monitored by the Zadara team.”

Best of both worlds.

CBM Archives is now able to provide their customers a world-class storage solution that provides the economic, scalability and agility benefits of Storage-as-a-Service, all while keeping the data on premises. Their government customers have the option to move to the cloud when they are ready. For now, however, they enjoy the best of both worlds (on premises, yet as-a-service). Looking forward, CBM Archives plans to “rinse-and-repeat” the process, by deploying additional Zadara STaaS to support other portions of their growing business.



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