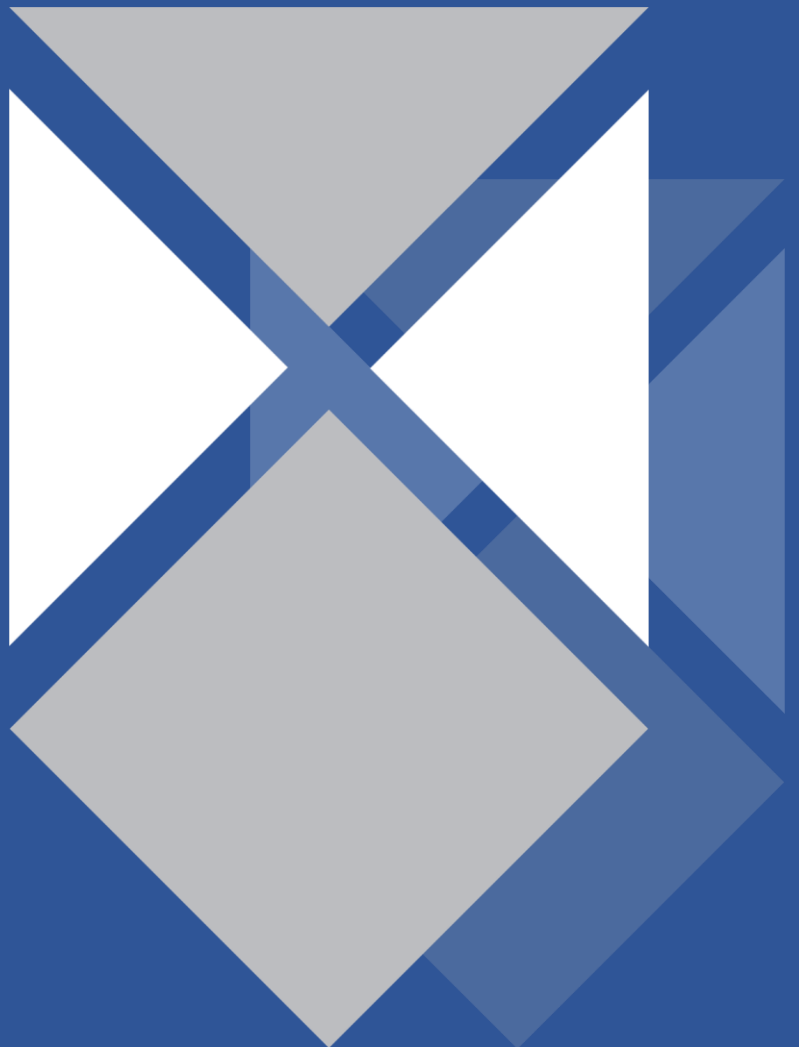




Case Study

# South Wales Police

## Information Systems



# LEARN WHY ...

The Information Systems department at South Wales Police uses DefendX Software to understand and protect their data.



*"Working with DefendX Software has been a pleasure. Their constant professional yet friendly approach to business means they deliver a gold standard service. This gold standard approach has delivered many performance improvements and cost savings across our organization."*

**Lance Thomas**  
Project Manager  
South Wales Police

## About South Wales Police

The force's operations area includes two of the largest cities in Wales: the capital city of Cardiff and the city of Swansea. Along with these major metropolitan areas, the force also serves 63 of the 100 most deprived communities in Wales. In total, the team provides critical services to 1.3 million people, or 42% of the country's population.

At the heart of the South Wales Police is its team members whom, on a daily basis, strive to keep South Wales safe as well as understand the locally diverse communities and be professional in every activity. At scale, this means addressing about 430,000 incidents, 200,000 emergency calls, and 38,000 arrests each year.

In order to achieve successful outcomes consistently with such a large volume of activity, the South Wales Police partners with organizations such as councils, schools, rescue services, neighborhood watches, health boards, and victim support teams.

Besides human capital, there are many mission-critical systems that support operations. These systems must be kept optimal in order to provide the highest level of service to the community. It's also important for them to understand why managing and controlling file data, along with user permissions, is a key component to overcoming file data growth challenges.

In the following study, we learn more about these specific challenges and how the solutions were provided by

### Interesting Storage Facts

- 1 terabyte of storage holds an average of 1.2 million files
- Files over 1 megabyte consume 93% of storage

*“DefendX Software has delivered a first class service from pre-sales to final delivery.”*

**Lance Thomas**  
Project Manager  
South Wales Police

## Challenges

With the introduction of new SAN technology, the South Wales Police faced a number of key storage challenges. The types of challenges included Quota Management, File Screening and Detailed Reporting. A core challenge was the requirement to manage quota allowances. With SAN storage costs at a premium, it was imperative that South Wales Police actively monitor and manage their storage usage.

The flexibility offered by the suite of products to add additional modules was a critical factor. The software solution delivered here, as well as offering an opportunity for the team to enhance and improve the way it delivered storage management.

The South Wales Police needed reporting software to implement comprehensive reporting, produce detailed usage reports, and capture potential storage hot-spots.

Also, the team was required to deliver a more proactive strategy versus just a reactive service. This included tools to clearly demonstrate to key stakeholders the efficiencies and cost savings that can be made with well-constructed data management policies.

Finally, each individual challenge needed to be highlighted, assessed and tackled by collaborating with technically skilled teams. Clear communication was an important component to overcome any obstacle that arose in the process.

## Alternatives

The organization reviewed multiple software packages. Initial engagements confirmed that the right partner would display:

- strong business acumen to work with their team to fully understand and capture their requirements
- a tailored package that best fit the business requirements and meet corporate needs
- focus and emphasis on customer support
- ability to highlight products that accelerate key business drivers
- demonstrate how the product suite would support future growth and expansion



*“Their environment needed soft and hard quota limits for users. Without these set storage parameters, the rate of file growth would not be sustainable for their primary storage. File growth can exceed 40-60% per year, so those extra terabytes would be consumed quickly. Security and the creation of harmful files was also a focus in this particular project. We addressed those concerns through file screening.”*

**Nikki Telowitz**  
International Sales Manager  
DefendX Software



## Solutions

The organization chose the DefendX Software solution. This decision was based on DefendX Software meeting core storage management requirements. It also boasted a unique reporting option that provided an opportunity for the organization to manage long-term storage policies on a granular level.

Having worked with the DefendX Software team through several upgrades in the past, the South Wales Police technical team had a high level of confidence with the professional support elements offered by DefendX Software. This included being readily available to offer first class technical assistance with all the DefendX Software products, which also provides confidence when purchasing DefendX Software solutions.

## Results

- Control over spending of the expensive storage commodity
- Eliminating boundless user access to storage without any quotas or screening
- Monitoring tools for high usage and by whom
- Flexibility to set soft and hard limits with automatic warning messages
- Reducing manual administration
- Ability to plan and predict future growth rates and time to full capacity

- File screening allows South Wales Police to steer certain file types to specific storage locations or prohibit file types entirely
- Software assists team with the migration of all .pst files back into user mailboxes
- Capability to stop creation of new .pst files and allow Read Only access to existing files until all .pst's have been migrated
- Reporting software monitors, targets and enables complete blocking of .pst's files for individuals

## Extra Benefits

The organization had gone through several upgrades in the past, and had planned accordingly in conjunction with DefendX Software Professional Services. During each part of the migration process, hand held support was provided by means of WebEx sessions.

While in different time zones, the DefendX Software technical support staff still made themselves available at all times, and made a complicated process look easy.

Upcoming back-end storage changes will involve DefendX Software Professional Services to ensure a smooth transition.

Professional services are first rate.

Upgrades are clearly discussed, planned and executed with full project management support, ensuring the upgrade is completed successfully and on-time.

*"Once I realized we could provide pain relief for the South Wales Police file data challenges, I was eager to deliver a robust solution. When they can control and manage their data, we're both happy."*

**Nikki Telowitz**

International Sales Manager  
DefendX Software

## About DefendX Software

DefendX Software puts users in charge of their file data and is the only company providing file data management solutions that delivers all of the enterprise-class features needed to understand, manage, monitor, and secure file data completely. DefendX Software is a global leader and has been chosen by the majority of Fortune 1000 companies and thousands of customers in private and public sectors for providing leadership through superior solutions, professional services, experience, and trusted advice. DefendX Software delivers a single solution across the entire data storage environment, from individual files and users to an entire global enterprise across thousands of systems and sites. DefendX Software reduces the cost and complexity associated with the exponential growth of file data. Please visit our website for more information at [www.defendx.com](http://www.defendx.com).

## DefendX Software Control-QFS

DefendX Software Control-QFS controls costs with automatic policy enforcement and growth management for both CIFS and NFS shares.

Control-QFS enables organizations to create and enforce storage quotas and block unwanted files while improving the end-user experience by automatically communicating storage policies and providing tools to help them manage their own data and storage resources.

System administration is simplified with automated, user or department specific file data management policies to control hundreds to thousands of users across all popular platforms.

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## DefendX Software Vision

DefendX Software Vision takes the guesswork out of policy making. It is a powerful and flexible reporting solution, capable of delivering easy to read and in depth reports, allowing you to hone in on what's important.

Vision allows you to Gain critical insight into the makeup of your file data, identify problem areas, see patterns, and create financial models to control the cost of storage growth.

It tells you everything you need to make well informed, responsible, and profitable decisions when it comes to file data management policies: quotas, file blocking, tiering, even understanding when you'll need more storage



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