San Mateo Superior Court Achieves Operational Efficiency and Protects Its Critical Data with Rubrik

THE SUPERIOR COURT OF CALIFORNIA
COUNTY OF SAN MATEO

INDUSTRY:

Local government

PARTNER:

Intervision Systems

RESULTS:

- Increased operational efficiency

- Near-zero RTOs

- Significantly improved backup performance

THE CHALLENGE:

- Complex and time-consuming legacy data management system

- Lack of application availability during legacy backup process

- Lengthy restores

- Lack of robust security with legacy solution

BUSINESS TRANSFORMATION:

With Rubrik's backup and disaster recovery solutions, the San Mateo Superior Court ensures that all vital documents – many of which are irreplaceable – are protected in all circumstances. In addition, authorized court employees, justice partners, the legal community, and members of the public have fast, reliable, and secure access to the legal files they seek.

San Mateo County, with a population of more than 768,000, is one of several counties that make up the San Francisco Bay Area. Each weekday, thousands of county residents move through the Superior Court system, which handles the full range of judicial business with a staff of more than 280 employees and over 30 judges and commissioners.

Helping make this judicial system run smoothly is the mission of the court's 12-person IT department, headed by IT Director, Rick Walery. "We provide the technology and tools to help the judiciary and court staff to make the adjudication of justice as efficient as possible," said Walery. "Our business drivers are different from those of commercial enterprises. We drive value mostly by making manual and paper-based processes more efficient through the use of technology."

While driving efficiency is Walery's objective, his team's top priority is the protection of all court data and documents. "All court records are very important to the individuals involved as well as to the court itself. We follow numerous rules about limiting access to certain documents, based on who's allowed to access them," said Walery. "That's why we chose Rubrik as our backup and recovery solution. We view it as essential insurance in the event that anything catastrophic were ever to happen with any of our data center locations."

UNRELIABLE LEGACY SOLUTION HINDERS OPERATIONAL EFFICIENCY

Prior to Rubrik, the Superior Court was dissatisfied with its legacy data management solution. "It was cumbersome and time-consuming to administer. The solution required me to dedicate employees to understanding how the system worked, and it was really only those folks who could manage it properly," said Walery. "What made the solution even more resource-intensive was its slow backup, which led to periods of time when we couldn't restore files or access the applications while the data was being backed-up. We had less flexibility than we would have wanted when scheduling jobs around backup windows. When a backup was running, the servers would get so bogged down that certain applications became inaccessible during the backup."

"With Rubrik, the speed of the product is significantly improved. Our backup windows are now much shorter, meaning less chance they will interfere with production applications which are expected to be accessible 24x7x365," said Walery. "It used to take us an hour to recover a file, but now with Rubrik it just takes minutes."

Additionally, Rubrik's simplicity allows anyone on the IT team to be involved with system administration. "We like everyone on staff to be generalists and as proficient

as possible with all our systems. Rubrik not only makes that possible, but easy. That means IT resources can be deployed for other, higher-value tasks."

STRENGTHENING DATA SECURITY THROUGH ADVANCED SAFEGUARDS

Rubrik delivers critical security measures that aid the court's IT department in carrying out its mission. "For us, Rubrik is mostly about protecting the court's valuable data because we require proactive measures to safeguard against a catastrophic loss of records that would be difficult or impossible to replace. It's also an insurance policy against ransomware or any kind of cyber-attack that might occur."

Unlike other backup systems, Rubrik snapshots are immutable once created, meaning backups cannot be compromised or deleted. "Rubrik gives us the confidence to know we can go back to a point in time and recover everything with minimal impact on our users," said Walery.

San Mateo Superior Court is utilizing Rubrik to protect its 100% virtualized environment, including SQL and mission-critical applications like Tyler Technologies Odyssey/Navigator, the case management system that handles all data and documents related to the court's business. Benefits include:

- **Near-zero RTOs**: "With our legacy infrastructure, it used to take an hour to recover a file because the system was so slow. Now, it only takes minutes with Rubrik."

- **Google-like Search**: "Prior to deploying Rubrik, in the event a judge needed a document, a clerk would manually have to go to the specific room where all the files were stored, search for and locate the document, and bring it to the bench. Then they would need to repeat the process to return the file. With Rubrik, we're allowing authorized users to see the documents they need 24x7, 365 days a year, with just a keystroke. That's a huge leap forward."

- **Plug-and-play**: "Installation of Rubrik was quick and painless. The process went smoothly, and the solution integrated very easily into our existing network."

- **Ease of use**: "I really appreciate the fact that I don't need to do much at all. The system just works as it's supposed to work. I check it consistently for maintenance, and not much else."

- **Disaster recovery with Rubrik**: "Our level of confidence in a DR solution is higher with Rubrik. We can simulate a recovery whenever we want and then throw it away without committing a lot of resources."