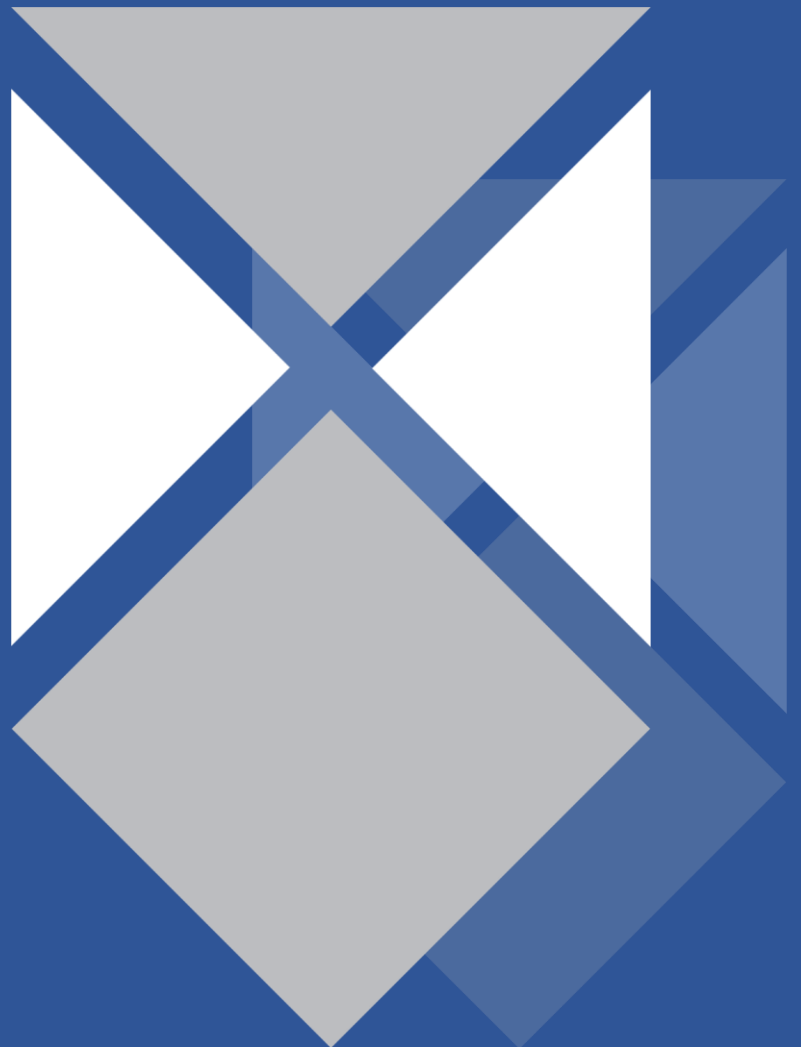




Case Study

Randolph-Brooks Federal Credit Union



LEARN WHY ...

Randolph-Brooks Federal Credit Union uses DefendX Software to manage their file data.

About Randolph-Brooks Federal Credit Union – RBFCU



“RBFCU has 39 locations across South Central Texas, with more expansion planned for the future. One of the responsibilities of Technical Services is to manage, store, and protect all of the digital file data being created by these offices and our corporate headquarters. In order to improve operational efficiency, we needed to ensure that our storage capacity was utilized economically. Our goal was to lower our storage spending while continuing to meet the needs of our users and members.”

David Mandujano

*Assistant Vice President – Technical Services
Randolph-Brooks Federal Credit Union*

Originally chartered in 1952 to serve personnel at Randolph Air Force Base, Randolph-Brooks has expanded to include employees and associates at more than 1,900 select groups and eight underserved communities in the San Antonio and Austin areas.

Today, Randolph-Brooks is ranked among the top 25 of nearly 7,700 financial cooperatives and is one of the strongest credit unions in the country, with more than 325,000 members and total assets exceeding \$4 billion. Recognized for financial stability, the credit union consistently receives the highest ratings of "Five Star" and "Superior" from two respected organizations that rate financial institutions in the United States.

RBFCU conducts business in the communities where their branches are located. They become a member of the community and share the philosophy of "people helping people." They provide assistance to hundreds of local charitable organizations including Children's Miracle Network, Society of St. Vincent de Paul, USO, American Red Cross, and the Fisher House Foundation. Their locations in Texas include Austin, Boerne, Buda, Floresville, Gonzales, Kerrville, Live Oak, Lockhart, New Braunfels, San Antonio, San Marcos, Schertz, and Seguin.

Challenge

“Trying to understand manually what was being stored and identify files continually that should be removed would have been impossible across an environment with 200 servers. A more intelligent approach was needed to automate the process and have our users participate in managing their own files. Our users know the true value of their data and could help to determine how it should be managed. We needed a solution that enabled Technical Services to monitor and control the entire file storage infrastructure while delivering the information and tools needed so our users could manage their allocated resources and files.”

David Mandujano

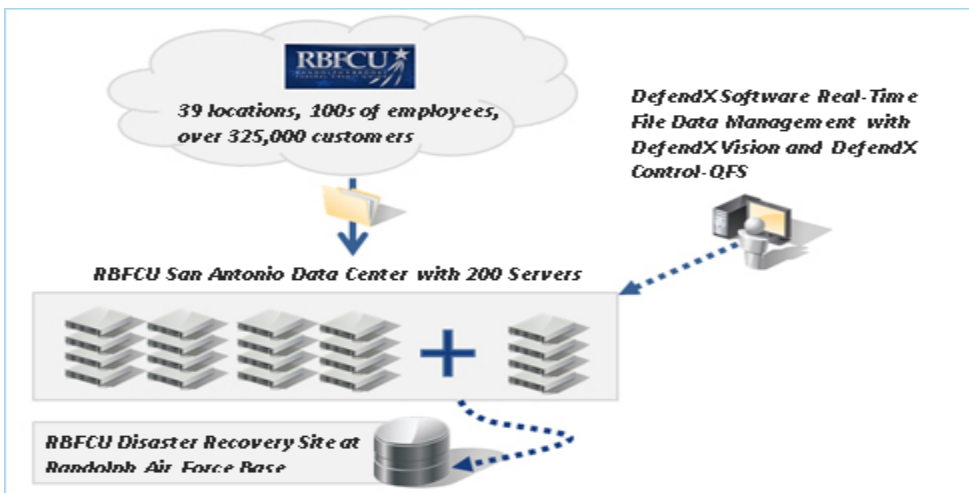
Assistant Vice President – Technical Services

RBFCU becomes involved with each individual community they service and has over 325,000 members and hundreds of employees. The amount of data being created every month was growing both in quantity and size. The Technical Services team manages roughly 200 Windows servers (75% of which are virtual) at their San Antonio data center in order to service this vast and ever-expanding community of offices, staff, and members. The file types being stored were as diverse as the communities RBFCU services, and an increasing amount of rich and multimedia files were entering the environment, causing storage capacity to be consumed at an even quicker rate. One of the goals of the Technical Services team was to optimize storage capacity utilization on each one of their file servers. In order to reduce capacity consumption, ensure operational efficiency, and remain well within spending budgets, they needed to understand what was being stored, what was redundant, what was old and no longer relevant, and how to have their users take a more active role and be responsible for their own data and storage capacity.

Solution

With their business and data growing exponentially, the IT team at RBFCU knew they needed to take action to understand and control their file data growth. Their key objectives were to identify the problems and implement the policies and controls needed to provide the solution. After looking at a few options, checking with all the members of the Technical Services team on their experience, and receiving information from analysts, RBFCU decided that the best and proven solution was provided by DefendX Software. DefendX Software Vision™ and DefendX Software Control-QFS® (Quota and File Sentinel®) were immediately deployed.

DefendX Software Vision allowed the IT team to understand the problem. They are now able to scan and identify all old and rarely used data that should be archived or removed. They can find duplicate and redundant data that should be deleted and discover non-business-related files that should not be stored. Once RBFCU was able to understand their data and take action, they used DefendX Software Control-QFS to manage the environment further by setting hard and soft capacity limits for their users. Moreover, they were able to provide their users with the alerts and tools needed so they could understand their individual storage environments, remove unnecessary files, and manage their own capacity.



Result

The benefits achieved by using DefendX Software File Data Management solutions:

- ✓ **Provided insight** with a complete view and understanding of the files being stored, down to the user level
- ✓ **Made growth** predictable with detailed analytics of file types and growth trends
- ✓ **Delivered control** to halt data sprawl by limiting the amount of capacity available to each user, department, or branch
- ✓ **Made users part of the process** by setting capacity quotas and providing the insight and tools needed so users could manage their own data
- ✓ **Deferred the cost of adding more server storage** by recouping capacity and optimizing the utilization of current storage resources
- ✓ **Streamlined data protection** by reducing the number of files being replicated to the disaster recovery site
- ✓ **Lowered future storage capacity investments** through automation, capacity conservation, and using File Data Management from DefendX Software to ensure efficient storage utilization

The Future

As RBFCU continues to expand with more locations and members, the Technical Services team will need to manage more and more data to help support and service their various locations, users, and members. RBFCU continues to work with DefendX Software to discover new ways to streamline data management and to conserve their data storage capacity.

“The DefendX Software solution is performing exactly as we had hoped. We’re able to monitor and understand the file makeup of our total environment so we can take the steps needed to remain fiscally responsible and continue to meet the needs of our users and members. With DefendX Software, we are also able to make users part of the data management process. This has reduced the resources dedicated to our help desk and allowed us to be more productive in assisting our users with other projects.”

“Another highlight of having DefendX Software as a solution partner was how quickly their Professional Services team deployed the solution and helped us to understand how to best utilize the technology. The service we received was professional and efficient, and DefendX Software is always available to work with us in answering questions or formulating plans for future expansion.”

David Mandujano

Assistant Vice President – Technical Services

Randolph-Brooks Federal Credit Union

About DefendX Software

DefendX Software puts users in charge of their file data and is the only company providing file data management solutions that deliver all of the enterprise-class features needed to understand, manage, monitor, and secure file data completely. DefendX 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 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 reduces the cost and complexity associated with the exponential growth of file data. We are located on the web at www.defendx.com.

DefendX Software Vision™

DefendX Software File Reporter™ provides the insight you need to understand what's happening in your file storage environment, from an individual user to multiple sites, from a single server to a large heterogeneous file storage environment. Now you can gain a better understanding of the present state of your file environment and the file makeup, as well as more insight into the future. DefendX Software File Reporter helps you discover trends, pinpoint areas of risk, uncover patterns, and understand and control costs.

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 resource. System administration is simplified with automated, user- or department-specific File Data Management policies to control data growth.

“Control-QFS provides a unique and unified management infrastructure. This is an easy-to-use interface that manages all storage resources regardless of platform or geography. Network administrators will find it easy to develop and enforce sound storage management policies using the Control Family of Products.”



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