> " Digital services are important not just for our 150 users but also for all our citizens, so ensuring maximum availability is our responsibility. Fujitsu and Pinnacle NetworX have helped us achieve this. "
>
> Brad Carrick
> Director of Telecommunications
> City of Calhoun

The City of Calhoun replaces its 20 aging legacy servers with four Fujitsu servers across two locations. This enables the partial virtualization of the estate and added disaster recovery.

## At a glance
Country: USA
Industry: Public Sector
Established: 1852
Website: cityofcalhoun-ga.com

## Challenge
The City of Calhoun relied on 20 aging physical servers to support crucial functions, including the police department, court systems, and utilities. However, it lacked any disaster recovery (DR) capability. It therefore wanted to introduce a modern, virtualized, server environment with in-built resilience.

## Solution
The city turned to trusted IT partner Pinnacle NetworX with its requirements. Pinnacle NetworX™ recommended FUJITSU PRIMERGY® and ETERNUS hardware, replicated across two locations. FUJITSU Professional Services was later enlisted to ensure the DR was automated and in real-time.

## Benefit
■ In-built resilience ensures optimal availability in the event of failure

■ Ease of management enables IT team to focus on more strategic tasks

■ Smaller physical estate results in space and energy savings

■ Fujitsu 'Call Home' feature ensures maximum uptime

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# FUJITSU

## Customer

The City of Calhoun is the county seat of Gordon County, Georgia and offers a safe and friendly small-town atmosphere with award-winning educational and athletic programs. Conveniently located one hour north of Atlanta and forty-five minutes south of Chattanooga, it has over 15,000 residents. Established in 1852, history is an important part of the community, with the city featuring many State Historic Sites, such as the Resaca Battlefield - the site of an important battle during the American Civil War.

## Products and Services

- FUJITSU Server PRIMERGY RX300
- FUJITSU Storage ETERNUS DX90
- FUJITSU Storage ETERNUS DX100
- FUJITSU Professional Services

## Replacing legacy servers

The City of Calhoun relied on twenty physical servers, which were old, prone to failure, and becoming unsupported. These machines dealt with critical civic services, such as utilities, payroll, and human resources, however, growing demands for memory had led to poor performance and reliability.

"The servers were actually way beyond end of life because we really like to get the most out of our equipment," explains Brad Carrick, Director of Telecommunications, City of Calhoun. "However, we wanted to become more reliable and provide better performance and availability to our users."

The City of Calhoun turned to its trusted IT partner, Pinnacle NetworX, for advice. After defining its requirements, Pinnacle NetworX came back with a versatile and cost-effective Fujitsu server and storage solution. This would be later replicated across two locations so as to incorporate disaster recovery.

"Disaster recovery was critical, but it was a feature we were lacking. I remember a storm that lifted the entire roof off a building I worked at some years ago. We had to be prepared for that type of event," continues Carrick. "Firstly though, we wanted to introduce part-virtualization of the server estate to make it easier to provision new services."

## Introducing virtualization and DR

Fujitsu and Pinnacle designed and built a new server platform based on FUJITSU Server PRIMERGY RX300, FUJITSU Storage ETERNUS DX90, and FUJITSU Storage ETERNUS DX100. The PRIMERGY RX300 is a 2U rack server optimized for virtualization purposes. It provides high, scalable I/O performance, extensive memory options, support for major hypervisor products, and top performance with the latest CPU technology.

Combining leading performance architecture with automated quality-of-service management the FUJITSU Storage ETERNUS DX series aligns storage resources with business priorities, thus enabling higher system utilization and delivering increased system consolidation capabilities as well as a faster ROI.

The implementation was carried out in two phases to meet budgetary requirements. Two years later, this resulted in four PRIMERGY servers supported by two ETERNUS devices across two locations and connected to 17 city offices via a fiber network to enable disaster recovery, and which was carried out by FUJITSU Professional Services.

"We have a mix of 18 physical and virtual servers running everything from the police department to VoIP and court software," adds Carrick.

"The police department is one example of an application that moved from a physical server to a VMware environment."

Calhoun employed FUJITSU Professional Services to ensure the disaster recovery capabilities were up to scratch. This enabled the introduction of real-time, seamless, online replication - something that had not been possible before.

"Due to our financial constraints, we took a necessarily step-by-step approach to the project, so the Professional Services aspect was the final piece to complete," says Carrick. "This allowed us to automate the backup process and make it even more resilient."

## Reliability and simplicity

One of the principle benefits of the new Fujitsu environment is its reliability and ease of management. If something does go wrong with the technology, it automatically contacts Fujitsu for a replacement part using the 'Call-Home' feature.

"There have been occasions when a hard drive has failed, and we simply don't realize – that's how efficient the system is," comments Carrick. "We also don't have a huge amount to do in terms of management because the kit looks after itself, and we've also reduced the physical estate considerably. This frees up our time and allows us to focus on more strategic objectives rather than firefighting."

Most importantly, the City of Calhoun now has peace of mind when it comes to disaster recovery and business continuity. In the event of a catastrophe, this new in-built resilience now ensures that all vital civic services remain online. Moreover, the reduced physical estate also translates into considerable space and energy savings for the city.

"Digital services are important, not just for our 150 users, but also for all our citizens, so ensuring maximum availability is our responsibility. Fujitsu and Pinnacle have helped us achieve this," remarks Carrick. "At the same time, we have rationalized our server environment, making it simpler and more cost effective."

The City of Calhoun has been impressed by its experience with Fujitsu hardware and has since extended its relationship to include ruggedized laptops for engineers working outdoors. In the coming years, it expects to further deepen this partnership. "We worked together really well, and Fujitsu's flexible approach helped us as we changed the original design as the implementation came together," concludes Carrick. "I have already recommended Fujitsu to fellow IT managers and will continue to do so."

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