NEW YORK CITY BALLET

11:11 SYSTEMS

iland, now 11:11 Systems, Cloud services help New York City Ballet ensure business continuity.

SOLUTION: DRaaS

A lot goes into the outstanding performances delivered by New York City Ballet, and their IT department plays an important role by protecting critical data and systems with 11:11's Disaster Recovery as a Service for Zerto solution.

Since 1948, New York City Ballet (NYCB) has been committed to providing quality performances and cultivating a new generation of dancers, choreographers, and audiences. The company is home to nearly 100 classically trained dancers and has an active repertory of over 150 works.

The Search for a New DR Solution

Anthony Vignola, IT Network Manager at NYCB, runs a lean IT department. There are five employees on the team, including Vignola, and they manage everything in-house—from networking to servers to application programming—for more than 300 users. There's a lot of time and hard work that goes into IT support for the ballet company, and the team can't afford to be set back by an ineffective DR solution.

Previously, Vignola had worked with a provider that limited his visibility into and control over the DR system. In addition to being highly priced, the solution was difficult to manage for a team with limited resources and did not deliver the recovery times required.

"I'd have to email the provider and say I wanted to run a failover test, and they would have to schedule it. Before we ever got to the test, I'd have to get on phone calls and speak with several different teams" Vignola explained. "It wasn't a very cost-effective or efficient solution for us."

Vignola needed a solution that would allow him to have complete control and insight into his protected systems. Knowing that he wanted to utilize Zerto for their real-time replication, Vignola researched possible cloud partners and found the ease of deployment, management, and cost-effectiveness of [11:11]'s DRaaS for Zerto solutions to be the best fit.

CHALLENGES

- Needed a more efficient DR solution for small IT team
- Requirement for a colocation device
- Wanted self-service DR testing capability

SOLUTION

- [11:11] DRaaS for Zerto

BENEFITS

- Ease of management and visibility through the 11:11 Cloud Console
- RPO of 22 seconds exceeds expectations
- PCI compliance to help meet industry regulations

PROFILE

- Size: Mid-Size
- Industry: Performing Arts

RETHINK CONNECTED

> "The interface of the console has made my job so much easier—I can see the replication of my VMs in real time and monitor RPOs—I didn't have anything like this before."

Anthony Vignola, IT Network Manager at New York City Ballet

Wish List Delivered

The 11:11 Cloud Console is a key aspect of the DR solution for NYCB, providing detailed visibility into usage, billing, and security. Said Vignola, "I really like that I can see my RPOs, initiate failover tests, and administrate the network and servers myself. If I need help, I know that I can get support on the line to go through the issues with them."

It's safe to say that the results Vignola has received with [11:11]'s disaster recovery have exceeded his expectations.

"RPO is very important to us—if data for online ticket sales is not recovered quickly, that can have a huge financial impact on the business. With the [11:11] Secure DRaaS solutions, we have an RPO of 22 seconds which delivers true peace of mind for our IT team."

Understandably, one of the biggest priorities for the NYCB team was protecting the physical servers that track ticket sales. The [11:11] DRaaS solution combined with Double-Take provides NYCB with the capability to replicate their on-premises physical servers to protect and recover all of their systems—both virtual and physical.

Compliance Necessities

The bulk of New York City Ballet's revenue comes from credit card sales. As such, the company must maintain compliance with the Payment Card Industry (PCI) standards. When looking for a cloud DR provider that would ultimately be hosting their customer's credit card information, it was critical that they be PCI compliant as well.

"We have to be PCI compliant, it's important for us to protect our customer's data" Vignola said. "Knowing that [11:11] is PCI compliant, and seeing their overall commitment to cloud compliance, gave us confidence to move forward."

Smooth Sailing

Vignola was relieved to find a hassle-free DRaaS solution with [11:11]. The 24x7x365 support ensured that onboarding was a smooth transition. "The staff at [11:11] have been exceptional. We ran into a couple of hiccups at the onset, but they ended up being an internal issue with a server configuration. [11:11] support was very responsive and helped to get everything resolved. I haven't had any issues since!"

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CLOUD   CONNECTIVITY   SECURITY

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