



Mono County Superior Court partners with 11:11 Systems for superior data protection and business continuity.

SOLUTION: DRaaS, BaaS, M365

Client Profile

[The Superior Court of Mono County](#), California is responsible for handling the county's criminal and civil proceedings, including felony, misdemeanor, traffic, family law, and probate cases, as well as misdemeanor and small claims case appeals and other services. Mono County is home to just over 13,000 residents and is set on the eastern slopes of the Sierra Nevada Mountain range. Its Superior Court has two branches — North and South — located in Bridgeport and Mammoth Lakes, respectively. For more information, please visit www.mono.courts.ca.gov.

A Few Good Men: When the IT Burden Becomes “All Consuming”

Jim Lewey is a man of many hats.

As the lone IT systems engineer for the Superior Court of Mono County, California, Lewey is responsible for the entirety of the court's infrastructure, from servers and their backups to all employee workstations, laptops, and phones. This means, he is tasked with — among many other things — protecting a slew of valuable court documents, including records and transcripts for both active and resolved cases.



CHALLENGES:

- Cost in time and money to manage DR internally
- Need for secure and reliable access to data
- Unresponsive, unreliable backup vendor
- Constant threat of ransomware
- Lack of in-house IT skills and resources

SOLUTION:

- 11:11 DRaaS for Veeam
- 11:11 Cloud Backup for Veeam Cloud Connect with Insider Protection
- 11:11 Cloud Backup for Microsoft 365

BENEFITS:

- Continuous data availability and business uptime
- More internal resources available for business innovation
- Simplicity in day-to-day management
- Veeam compatible solution
- World-class support team

PROFILE:

- Industry: State and Local Government

MONO COUNTY SUPERIOR COURT CASE STUDY

“It’s refreshing to work with a provider that feels big enough to warrant your confidence, but also small enough to where you can really talk and develop a professional relationship. From our initial sales conversations to on-boarding and implementation to customer support and costs, 11:11 Systems has delivered the total package in terms of value. That’s why I’m so comfortable giving them my endorsement.”

Jim Lewey, IT Systems Engineer for the Superior Court of Mono County

With a full plate and only so many hours in the day, the last thing an IT administrator like Lewey needs is an unreliable disaster recovery solution or an unresponsive provider. Unfortunately, he had both.

“We ran into a lot of problems with our previous solution and, to make matters worse, our provider wasn’t super responsive. I spent a ton of time with support. Managing it became all-consuming, and I have so many other responsibilities,” said Lewey. “I’m basically a one-man show when it comes to managing our infrastructure. Being such a small operation, I just don’t have time to troubleshoot technical difficulties, hound support teams, or take months to iron out billing issues.”

Sound familiar? It’s a refrain many IT administrators will likely find uncomfortably relatable, and one that’s now being echoed — with increasing volume — the world over.



The Verdict: Better Backup and DR with 11:11 Systems

These days, being an IT professional means contending with more than a few industry hazards. From increased workloads because of remote work to supply chain disruptions to the skyrocketing rate of ransomware attacks, it’s no wonder stress and burnout are rampant. In fact, 65 percent of cybersecurity professionals say they have “considered leaving their job because of stress,” according to a Forrester survey.

Wearied by the many disruptions and drawbacks of the Court’s previous data recovery solution — which included corrupted backups that ultimately had to be erased — Lewey went in search of a solution, and a provider, that could offer more efficient results. An important factor, according to Lewey, was finding a solution that played nicely with the court’s existing technology. For instance, Mono County was already using Veeam®, the leader in backup, recovery, and data management solutions, for backup on premises.

After thoroughly evaluating his options and weighing them alongside trusted industry referrals, the verdict was clear: Mono County Superior Court would move forward with 11:11 Systems, an industry-leader in cloud, connectivity, and security solutions and long-time Veeam partner, as the centerpiece of its new business continuity strategy.

With 11:11 DRaaS for Veeam, 11:11 Cloud Backup for Veeam Cloud Connect with Insider Protection, and 11:11 Cloud Backup for Microsoft 365 in place, Lewey can rest assured that the Court’s mission-critical applications will remain continuously available and secure. He also gained the benefit of increased visibility via the award-winning 11:11 Cloud Console, which offers the ability to easily monitor and manage workloads, while also being able to lean on 11:11’s world-class account management, support, and compliance teams.

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MONO COUNTY SUPERIOR COURT CASE STUDY

"The difference between 11:11 Systems and our previous provider has been huge. I went from having to dedicate a ton of resources to backup management — spending way too much time simply trying to get answers from support staff — to feeling like I don't even have to monitor our workloads that closely," said Lewey. "It's refreshing to work with a provider that feels big enough to warrant your confidence, but also small enough to where you can really talk and develop a professional relationship. From our initial sales conversations to on-boarding and implementation to customer support and costs, 11:11 has delivered the total package in terms of value. That's why I'm so comfortable giving them my endorsement."

Weatherproof and Ransomware Ready

Set in the scenic Sierra Nevada mountains, Mono is among the smallest and most rural of California's 58 counties. But the same remote beauty that makes Mono an ideal destination for hiking, skiing, and nature photography also renders it an infrastructure nightmare.

According to Lewey, the region's limited Internet bandwidth and unpredictable, sometimes severe weather conditions, including snow and wildfires, present a unique challenge for the Court: Not enough bandwidth to support an entirely cloud-based infrastructure with an environment that makes it far too risky to preserve data solely on premises.

"Between crippling amounts of snow in the winter and fire evacuation warnings in the summer, the importance of having a suite of tested, reliable data protection and recovery solutions, both on premises and in the cloud, cannot be overstated," said Lewey. "Our business continuity plan required a solution that, if a disaster occurred and our buildings burned down, we could failover to the cloud and maintain operations."

For most organizations, no matter the industry, location, or size, unplanned downtime can result in irrecoverable, long-term damage. That is why Lewey was sure to address such concerns with 11:11 DRaaS and 11:11 Cloud Backup with Insider Protection, which helps the Court guard against more than just the threat of natural disasters and bandwidth issues.

With Insider Protection, an exclusive service available with 11:11 Cloud Backup for Veeam Cloud Connect, backup files are automatically moved to an air-gapped location that is not visible or accessible to the customer or available to public routing. This functionality keeps files safe from internal and external threats, including ransomware and malicious or accidental deletion, and can easily be transferred back and restored, if called upon.

To top it all off, Lewey also made sure to leverage 11:11 Cloud Backup for Microsoft 365, which offers an additional layer of protection for the Court's email, OneDrive, Teams, and other 365 accounts.

Lewey can be confident that he has secured a well-round business continuity strategy that ensures his data is safe, available, and easy to restore quickly following a data loss event.

"The threat of cybercrime is a huge IT consideration these days, and certainly played a role in our decision to partner with 11:11 Systems," said Lewey. "We're constantly thinking about how we can best secure ourselves against threats like spyware, malware, and ransomware. That is why we made sure to include 11:11's Insider Protection solution as a key piece of our broader data security and business continuity efforts. We feel like it provides another critical level of protection."



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CLOUD



CONNECTIVITY



SECURITY

