# Responsible for electricity for thousands, Inland Power cannot afford to go dark

**After a devastating storm, Inland Power decided it was time to implement a Disaster Recovery plan**

## business profile

Inland Power is a an electric utility based in Eastern Washington. With 32,000 customers and nearly 100 employees, Inland Power is responsible for the distribution of electricity to about one-third of the state.

The majority of Inland Power's employee base is in the field, working in the often-rural areas to maintain the lines and extend service. In the past few years, the technology available to these linemen has advanced from plain phones to iPads armed with outage data, GPS systems and more. This is improving quality and speed of service to customers, but also increasing the import of IT systems in delivering that service.

## a catalyzing storm

In November of 2015, Eastern Washington and the Spokane area suffered from a massive tornado and wind storm. Dubbed a "storm of the century," it left a devastating path of destruction. For Inland Power, it was a galvanizing moment.

As they scrambled for a week to restore power to their customers, Inland's redundant systems took hold and kept IT operational. But, by the end of the week, the battery backups had failed and the internet connection was down.

Inland had a 12-hour period of lost communications, impacting their phone systems, the outage reporting system, and even communications with first responders like the emergency services and police. It culminated in a state trooper knocking on the office window – and that's when they knew:

*"We had to step back and revisit our disaster recovery plan. It had to be more resilient," said Chris Cable, CIO of Inland Power.*

Cable and his team recognized they needed two types of resiliency: first, the data had to be protected at a secondary location. And second, they needed the ability to fail-over and operate from a secondary location quickly and reliably. With these requirements, they began to explore the market.

## profile

- SIZE: Medium Enterprise
- INDUSTRY: Energy Utility
- SOLUTION: iland Cloud Backup with Veeam Cloud Connect & iland DRaaS with Zerto
- HEADQUARTERS: Spokane, WA

## challenges

- Needed reliable and rapid disaster recovery services
- Needed offsite backup to protect their data

## benefits

- Extremely fast recovery times
- Cost-effective model for business continuity
- Straightforward on-boarding process

## a marriage of technologies

Inland, a long-time Veeam customer, started by learning more about Veeam Cloud Connect for offsite backup. They quickly identified iland as Veeam's Service Provider Partner of the Year and Platinum Partner.

Separately, Inland worked with Zerto to learn more about their replication technology. It was quickly evident that the local secondary data centers proved cost prohibitive. Building and managing secondary hardware was not an option. However, the extremely swift recovery times (RTO) and recovery points (RPO) demonstrated by Zerto became the goal.

iland offered a Zerto-based DRaaS solution that could complement the Veeam-based Cloud Backup solution and deliver against both imperatives in a cost-effective way. iland was also named Zerto Partner of the Year, so this was an all-around best-of-breed solution.

"When I explained iland's cost model to the board, they were blown away," said Cable. "They were overjoyed that you could tap into that kind of power at so little cost."

## onboarding their systems

The primary systems for Inland Power were their phone system and their billing and accounting system. The IP-based phone system was the foundation of company communications, and its loss was particularly debilitating during the big storm. However, it naturally came with some networking nuances when being replicated to the cloud.

The iland team worked with Inland Power to configure and on-board all their systems to DRaaS and Cloud Backup. The whole process took under a month, including establishing the delicate network configurations, VPNs and firewalls.

"iland's technical, engineering and sales services delivered some of the best on-boarding we've experienced," said Cable. "If they didn't have an answer, they'd find out. The estimates on capacity needs were accurate. Any hiccups we've had have been solved within hours."

Now, the team makes use of the iland cloud console to manage their workloads and configure their DR. Their recovery times are about 3 minutes or less, a great comfort as winter fast approaches.

## future plans

With this first positive experience in the cloud, Cable and his team are considering more permanent moves to the cloud for some of their systems. Recognizing the role and breadth of technology is only growing in their industry, Inland Power is looking to strategic partnerships and creative solutions to ensure the quality of their service rests on reliable, best-of-breed technology.

"Companies are increasingly dependent on the technology working all the time. iland's cloud-based disaster recovery service and price point makes that possible, even for smaller organizations."

Chris Cable,
CIO
Inland Power

## about iland

With data centers in the U.S., U.K. and Singapore, iland delivers the only enterprise cloud solutions in the market today with true innovation, transparency, intelligent management and advanced security built in. From scaling production workloads, to supporting testing and development, to disaster recovery, iland's secure cloud and decades of experience translate into unmatched service.

iland has been recognized as Veeam's Service Provider of the Year and Zerto's Cloud Service Provider Partner of the Year, as well as VMware's Service Provider Partner of the Year, Global and Americas. iland is also part of the Cisco Cloud Managed Service Provider Program for IaaS and DRaaS and partners with other industry leaders including Trend Micro, Hytrust and Nimble Storage.