

Secure cloud services help New York City Ballet ensure business continuity

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 iland's Secure Disaster Recovery as a Service solutions.

business profile

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 setback by an ineffective DR solution.

Previously, Vignola had worked with a provider that limited his visibility and control to 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 iland's Secure DRaaS solutions to be the best fit.



profile

- ▶ SIZE: Mid-Size
- ▶ INDUSTRY: Performing Arts
- ▶ SOLUTION: iland Secure DRaaSSM with Zerto & Double-Take
- ▶ HEAD OFFICE: New York City, NY

challenges

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

benefits

- ▶ Ease of management and visibility through the iland Secure Cloud ConsoleSM
- ▶ RPO of 22 seconds exceeds expectations
- ▶ PCI compliance to help meet industry regulations

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 OF THE YEAR
 A W A R D

wish list delivered

The iland Secure Cloud ConsoleSM is a key aspect of the DR solution for NYCB, providing detailed visibility into usage, billing and security. “The interface of the console has made my job so much easier— I didn’t have anything like this before” said Vignola. “I really like that I can see my RPOs, initiate failover tests and administrate the network and servers all 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 iland’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 iland Secure DRaaS solutions, we have an RPO of 22 seconds which delivers a huge 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 iland Secure 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 iland 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 iland. The 24x7x365 support ensured that onboarding was a smooth transition. “The staff at iland 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. iland support was very responsive and helped to get everything resolved. I haven’t had any issues since!”

“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*

about iland

iland is a global cloud service provider of secure and compliant hosting for infrastructure (IaaS), disaster recovery (DRaaS), and backup as a service (BaaS). They are recognized by industry analysts as a leader in disaster recovery. The award-winning iland Secure Cloud ConsoleSM natively combines deep layered security, predictive analytics, and compliance to deliver unmatched visibility and ease of management for all of iland’s cloud services. Headquartered in Houston, Texas and London, UK, iland delivers cloud services from its data centers throughout the Americas, Europe, Australia and Asia. Learn more at iland.com.