



About Customer

Located along the banks of the Mississippi River, the City of New Orleans delivers citizen services to the largest city population in Louisiana, with a commitment to serve with integrity, excellence, transparency, and innovation.

www.nola.gov

Geo

North America

Industry

Government

Solution Area

Modernizing Data Protection

Products in Use

Pure Storage® FlashBlade®
Pure Storage FlashArray™

Locking Down Data, New Orleans Style

On Friday, December 13, 2019, Bill Healy woke up to an alarm of a different kind. It was 5 a.m., and the City of New Orleans's Director of Operations for IT and Innovation had been alerted to suspicious server logins. It was the first clue that the city was experiencing a cyberattack.

Within hours, city servers and computers were shut down to mitigate damage, and the City of New Orleans declared a state of emergency. The IT team began to cleanse the city's data while replacing its outdated storage infrastructure with Pure Storage to get systems back online quickly so that citizens could access the services they need, safely and securely.

"Our investment in Pure has more than proven its short-term worth, but we're in it for the long-term value it provides to our citizens."

KIMBERLY LAGRUE,
CIO, CITY OF
NEW ORLEANS

Impact on City of New Orleans



Accelerates time to value with storage that is easy to deploy and manage



Provides an additional layer of protection from ransomware attacks



Minimizes disruption of delivering critical services and data to citizens

Challenges



A ransomware attack compromised the city's IT infrastructure



City needed to establish a safe storage environment as part of recovery



Municipalities are at increased risk for phishing and malware attacks

Results



New storage required minimal learning curve, accelerating time to value



Migrated data to Pure storage platforms quickly and efficiently



Lowered risk with space-saving snapshots, plus faster backup and restore

Ransomware Attack Disrupts Citizen Services

On the day of the attack, City of New Orleans IT officials shut down 470 servers and virtual machines and thousands of computers, bringing the city to a halt. From paying taxes to routine court procedures, the attack temporarily affected 4,000 city employees and nearly 400,000 residents.

This quick thinking stopped the malware from spreading and encrypting all the city's data—ultimately preventing the attackers from demanding a ransom.

“At the time, we didn't know how far the attack had gone so we had to assume the worst,” says Healy. “We needed to test, cleanse, and store all of our data elsewhere to prevent further attacks.”

This required a new IT infrastructure and twice as much storage. And it provided an opportunity to update the city's legacy and under-performing storage platform.

Secure, Tamper-proof Backups Provide Peace of Mind

The city was already looking to update its storage when the attack took place. The decision to replace the entire storage footprint with Pure Storage was a simple one.

“The Pure Storage team showed up, rolled up their sleeves, and offered to help,” says Kimberly LaGrue, Chief Information Officer for the City of New Orleans “Within days, we had new equipment on site and started to migrate our data to Pure.”

Pure Storage FlashArray and Pure Storage FlashBlade provide both primary storage and disaster recovery, along with software from Veeam. FlashArray replicates data to a second data center while FlashBlade, with the SafeMode™ snapshots feature, protects the city's data backups from further ransomware attacks with immutable copies and early-detection capabilities.

“Pure takes the weight off our shoulders,” says LaGrue. “We know we can retrieve data quickly and safely if we need to, with minimal disruption to services.”

A Wise Investment on the Road to Recovery

Pure has proven to be easy to learn and use for the city's IT team, accelerating recovery efforts. And with double the storage capacity and applications running faster than ever, the city is well-positioned to continue serving citizens as efficiently and cost-effectively as possible.

“Our investment in Pure has more than proven its short-term worth,” says LaGrue, “but we're in it for the long-term value it provides to our citizens.”

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