



SUCCESS STORY  
**Local Government**



**CITY OF FREMANTLE | PROBLEM SOLVED**

Aging data centre infrastructure was refreshed and administration overhead reduced to support an increasingly mobile workforce and deliver innovative services to the community.

# City of Fremantle creates a mobile workforce with FlexPod

The City of Fremantle is a local government authority in Western Australia located 20km south of the Perth central business district. The City employs more than 400 people and serves 30,000 residents across eight suburbs.

The organisation is undergoing significant change, including reconstruction of central administration buildings requiring a cultural shift towards mobility of staff during this transition.

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“Data is at the core of all our essential services. With this solution, we’re not just putting data at the fingertips of our staff and community, we are putting it in their hands to provide the best and most efficient service possible”

Joel Hurst  
Information Technology Manager, City of Fremantle

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### **Mobility in a time of change**

The City of Fremantle is navigating significant change both physically and culturally. The physical work environment is changing with the City’s main office scheduled to be demolished and a new office building constructed in its place. The project is expected to take 2-3 years, so whilst construction is underway the new mobility-based work culture will be tested, with staff working from various locations across Fremantle’s central business district.

When the new building opens in 2020, mobility will continue to be a core work orientation within the office, with all workspaces designed for activity-based working. This approach is to enable staff to work via their chosen device in suitable work areas depending on the task at hand, be it quiet solo work or project based collaboration. In addition, 20% of staff are expected to be on the road all the time - this includes parks & landscape officers, community safety officers, animal rangers, roadworks

and depot staff - so getting the right foundation in place for a mobile workforce becomes a critical success factor.

As the City of Fremantle continues to transition to a sustainable and vibrant modern city as part of its Strategic Community Plan, it’s vision for how data is accessed and managed is key to providing residents with more services and a better experience overall when dealing with the council. Quick, secure access to council data anywhere, anytime on any device puts services at the fingertips of the community and staff, delivering the most efficient service possible.

To support the transition and enable a fully mobile future, the City required a high-performing infrastructure to match their planned data strategy.

### **Existing storage cumbersome to manage**

The City’s existing data centre infrastructure was becoming increasingly expensive and

inflexible to manage. The platform was cumbersome to operate, with very high admin and management overheads for the small IT team. Significant effort was required to closely manage storage along with constantly adjusting storage plans to balance loads. The cost implications were unsustainable, with a full-time resource needed just to manage the legacy data centre storage.

### **Data centre impacting core business**

Unresponsive data centre infrastructure was also impacting the performance of core business systems which delivered council services to the community. Staff were constantly frustrated, and their confidence in the organisation’s IT infrastructure was lost. It was clear a new approach was needed if they wanted to achieve a truly mobile workforce.



## THE SOLUTION

### FlexPod selected in competitive tender

The IT team at the City of Fremantle engaged with several leading vendors during the tender process. After an exhaustive comparison of options, the City selected FlexPod solution that was recommended by storage, compute and virtualisation implementation specialists, Xpanse.

The FlexPod solution demonstrated outstanding performance and capabilities, along with a proven track record of deployments delivered by Xpanse. A critical deciding factor for the selected solution included how data could be efficiently managed through deduplication rather than relying purely on the technology, with a surprising guarantee.

### 33% reduction in storage requirements

The City of Fremantle originally specified a 60TB

requirement in their tender. However, with the storage efficiency benefits delivered through deduplication, the solution could easily allow for the requirements to be revised to 40TB - a 33% reduction! This was proposed by Xpanse and NetApp along with a performance guarantee that ensures that the City will still deliver on their mobility and performance requirements.

The guarantee was based on the years of real world experience that attracted the City of Fremantle to the solution recommended by Xpanse originally, and gave it the confidence to vary their requirements and proceed with the recommendation.

### High performance Flash storage

All production workloads were migrated to an all-flash FlexPod Datacenter solution. The pre-validated converged infrastructure solution from NetApp and Cisco provides the City with the agility to

provision for high-demanding applications as required.

For backup and disaster recovery requirements, the NetApp FAS2554 hybrid storage system has been implemented at an offsite data centre that will support native and cross-site backups along with complementary software backups.

Both systems are configured to allow for future growth over the next 5 years.

### Rapid simple implementation

The City of Fremantle IT team was surprised by how quick and easy the FlexPod was to implement. Working in conjunction with Xpanse, the team used Veeam Replicator to stage and then seamlessly cutover to the new system. The physical build, including servers, took less than a week, with the full cutover completed in two weeks at night only to ensure minimal application downtime.

“Responsive all-flash storage enables our mobile workforce to access data and business systems when and where they need it.”

Joel Hurst  
Information Technology Manager, City of Fremantle

## BUSINESS BENEFITS

### Core systems performance lift

Previous data centre storage had caused so many performance issues in core business systems that were reliant on the data center that end-users had begun to lose confidence in IT. With the implementation of the new FlexPod solution, the performance issues dissipated and the IT team noticed an immediate lift in staff perception on system reliability and performance.

“Core systems are performing faster. Staff feedback has been great – they have noticed the difference!” says Hurst.

### Test environment flexibility

While not a driver for the initial implementation, the capability of the FlexPod solution to spin up a test environment and subsequently destroy it simply and easily has proved invaluable. For the City of Fremantle it had previously been a highly manual task to spin up a new virtual machine for this purpose. Now with FlexPod, the IT team can clone a virtual machine using Snapshot technology with ease.

### Refreshing reliability

FlexPod has provided a high-performance, reliable storage and compute environment that shifts the technology to the background, and allows the IT team to focus on how data can best be managed and accessed to support the overall mobility and customer service vision of the City.

This is in stark contrast to the City of Fremantle’s previous infrastructure where so much time was spent in the daily balancing of workloads across volumes for both capacity management and performance management that it became challenging to fulfil their core purpose in servicing their community.

“FlexPod just works. We don’t need to worry about infrastructure, there’s minimal admin and I can focus my team elsewhere.”Hurst says.

The City of Fremantle IT team now have the time to explore ways to use their newfound data capabilities to deliver new services to their residents.

## BUSINESS BENEFITS

- Dramatically improved performance of core business systems
- Significant reduction in administration overhead
- Robust data centre backup and disaster recovery
- High performing platform to support a mobile workforce
- Easy deployment and integration of new applications and infrastructure as the City continues to evolve

### About City of Freemantle

The City of Fremantle is a local government authority located 20km south of the Perth central business district comprising the suburbs of Beaconsfield, Fremantle, Hilton, North Fremantle, O'Connor, Samson, South Fremantle and White Gum Valley.

### About Xpanse

Xpanse helps organisations to implement industry leading storage, compute and virtualisation platforms to address data challenges organisations face in a modern world where performance, reliability and continuity are key.

### About NetApp

Leading organisations worldwide count on NetApp for software, systems and services to manage and store their data. Customers value our teamwork, expertise and passion for helping them succeed now and into the future.

## SOLUTION COMPONENTS

### NETAPP PRODUCTS

NetApp AFF8040

NetApp FAS2554

NetApp deduplication for FAS

NetApp Snapshot technologies

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<http://netapp.com/flexpod>

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