



The Housing Authority of the County of Alameda

The Client

The Housing Authority of the County of Alameda (HACA) operates a number of housing programs administered by the U.S. Department of Housing and Urban Development, providing low-cost rental housing and rental assistance for low-income families, the elderly, people with disabilities, and others in Alameda County, California.



Central to HACA's mission is ensuring that they are compliant with HUD (Housing and Urban Development) processes, procedures and documentation requirements. To accomplish this, HACA's existing IT infrastructure consist of OnBase, an Enterprise Content Management System from Hyland Software, which captures workflow and images vital for compliance to HUD requirements and reporting mandates. All electronic data is then stored by OnBase on HACA's archive storage tier, an existing UDO Archive Appliance providing compliant hardware WORM archive storage which guarantees the authenticity of all data.

Together these systems have provided the Housing Authority of the County of Alameda a professional archive storage infrastructure which secures and protects their critical HUD documents.

The Challenge

For many years, HACA's archiving infrastructure served them well. But in more recent years, they began to notice that on occasion, with additional data growth, they would experience system slowdowns which had an impact on their online users. Additionally, residing in an earthquake zone, HACA wanted to improve their disaster recovery readiness programs.

HACA had also been heavily researching how more modern cloud based technologies could be utilized to lower overall cost structures and eliminate workload for their IT staff, while keeping a 2nd copy of the data in the cloud.

Business challenges which needed to be addressed included:

- Must continue to provide assurance of document authenticity, remaining on a Write Once Read Many (WORM) storage medium, to ensure the long-term protection and authenticity of the archive records.
- Must facilitate a hybrid cloud storage model, where data would be available onsite for rapid access as well as stored offsite and immediately accessible in the event of disaster recovery situation.
- Must not require any ongoing manual media management and handling, including activities such as media swapping whether for data migration, recall or offsite media backup rotations.

The Solution

The NETArchive Express hybrid cloud archiving solution was selected. A Network Attached Storage (NAS) solution providing a purpose built policy based hybrid cloud archiving solution that was easily configured to meet the customer's (HACA's) requirements.

With one online copy on RAID storage for rapid immediate access, a copy on AWS S3 cloud storage for off-site backup, and an on-site optical WORM copy for the authentic permanent storage of all data, the archive management functions are automated, data is protected, and their backup and disaster recovery concerns were all addressed.

Quick View

Industry:
Government

Application:
Digital imaging and archiving
of HUD related documents

Solution:
NETArchive Express
Hybrid Cloud Storage (AWS S3)
OnBase ECM (Hyland Software)

Results:
Permanent, unaltered retention of
HUD records on WORM storage for
compliance

Hybrid Cloud Storage ensuring off-
site backup of critical archive data
for Disaster Recovery

Eliminating traditional backup pro-
cesses and offsite media manage-
ment requirements

“Getting the NETArchive setup with the AWS Cloud was super simple. With the NETArchive everything was integrated into the solution, making setup and deployment easy, unlike many other solutions”.

*Irv Aragon,
Housing Authority of the
County of Alameda*



Once the NETArchive Express arrived, installation and customization of the NETArchive went very smoothly. Alliance’s technical service team installed and customized the system quickly.

Migrating or writing to the NETArchive Express with the customer’s existing archive data was next. “Migration was simple”, said Irv Aragon the Systems Manager at HACA, “Utilizing capabilities within OnBase, I defined the new archive share to my OnBase ECM system, and initiated a copy. All my archived data was transferred over the weekend and written to the optical archive storage tier”. Once validating a successful migration, the new data location was registered within OnBase.

Finally, HACA’s AWS account credentials were registered with the NETArchive Express, and with one simple click, the hybrid cloud environment was established. All data was now synchronized between the AWS cloud account, the optical storage tier, and the RAID storage. “Getting the NETArchive setup with the AWS Cloud was super simple” said Irv Aragon, “With the NETArchive everything was integrated into the solution, making setup and deployment easy, unlike many other solutions”.

About Alliance Storage Technologies, Inc.

Alliance Storage Technologies, Inc. (ASTI), with over 25 years of archiving experience, is the leading source for professional data archiving solutions worldwide that meet and exceed regulatory compliance demands for secure, long-term data retention. These regulatory compliant systems preserve original data for extended periods (greater than 100 years) assuring archive data remains unaltered; a necessity for vertical markets such as Healthcare, Finance, Government, Insurance, and Legal.

At ASTI, we are committed to providing best-in-class support to our customers around the world. To find out more about ASTI and our data archive solutions, please visit us at www.alliancestoragetechologies.com or call us at +1 719 593 7900.

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The Results

The Housing Authority of the County of Alameda have improved the efficiencies within their infrastructure and met their goals of implementing a modern hybrid cloud based archiving solution, which will provide their clients with fast service and confidence in their strategy. With the NETArchive’s high-performance storage server, advanced optical drives, and cloud enabled gateway, data ingestion and access is significantly faster. “Our OnBase system is able to write to all storage end-points significantly faster, ensuring data is committed for permanent protection quickly” said Irv Aragon. “And with hybrid cloud, the NETArchive system automatically and efficiently archives all data to our AWS S3 cloud storage, eliminating the time-intensive and manual offsite backup processes we have struggled with for years. The NETArchive behaves like any of my other storage servers, but gives me the peace of mind that my data is backed up and protected. I sleep much better knowing that my critical archive data is being seamlessly protected and is there should any disaster recovery event occur”.

Built for scalability, Alliance’s NETArchive can grow to meet the Housing Authorities archive storage requirements as more data is added and can be easily be scaled for additional data archiving needs. Should data privacy or high availability DR become a concern, the NETArchive’s optional FIPS 140-2 compliant Data Encryption or high availability Replication features can be quickly deployed.