**Success Story**

Emprel | Empresa Municipal de Informática de Recife

# Veritas solutions help the municipal government of Recife, Brazil, to accelerate **its digital transformation**

Understand how Veritas contributes to the digitalization of 100% of Recife's public services.



**VERITAS™**   **ARVO TECNOLOGIA**   **Emprel**

**VERITAS**

**Website:**

www.emprel.gov.br

**Company:**

Empresa Municipal de Informática (Emprel)

**Customer:**

Municipal government of Recife, Brazil

**Veritas solutions:**

NetBackup

NetBackup Appliance

**Key challenges:**

▪ Create a robust data protection and resilience framework to support the accelerated growth of critical digital services in the municipal government of Recife.

**Results:**

▪ Confidence to migrate data and modernize the infrastructure

▪ Unified storage of heterogeneous corporate data

▪ Improved performance when uploading and downloading data

▪ Full data encryption through implemented encryption

▪ Security to accelerate the digitalization of services to the population

# A move with a focus on the future:
# 100% digitalized services

In 2021, the municipal government of Recife had to do something important: the physical migration of its equipment and systems — responsible for data processing and communication — to a new Data Processing Center: the TIER III Data Center.

This complex work, however, presented some challenges. One was to ensure a migration that was secure enough so that data and information remained safe and secure.

After all, it was the transfer of all the equipment where the systems, data, and applications of the municipal government of Recife are stored, in addition to 300 links and units managed by Empresa Municipal de Informática de Recife (Emprel). Being responsible for the move, Emprel is in charge of the planning and implementation of the Information Technology and Communication policy of the local government of Recife.

The challenges imposed by the move to a container dedicated to the Data Center made Emprel make backup a priority for the project, and the complexity of this action also demanded a reliable and sufficiently robust solution.

It was in this context that the partnership between the local government of Recife and Veritas began. The first contact with Emprel took place through a company called Arvvo Tecnologia, during an industry event.

According to Jorge Pinto, director of IT infrastructure at Emprel, the decision for Veritas was made because the company offered the best management and data security strategy for the current demand.

> **Veritas' NetBackup Appliance and platform solutions ensured business continuity should any issues arise during the move. It was fundamental to mitigate the risks in the Data Center migration process."**
>
> Jorge Pinto,
> director of IT infrastructure at Emprel.

# The path to digitalization of 100% of public services in Recife

For André Silva, regional director at Arvvo, the company responsible for the implementation strategy related to Veritas solutions, the transfer of the Data Center was an important step towards modernizing the city's data storage structure. "Initially, Veritas technology would only be used during the move. But, given the success we had, the partnership was expanded, becoming an important pillar for the vision of digital government of the local government of Recife", he said.

In the last five years, there has been a significant advance in digital transformation in the city of Recife. This progress, however, generated impacts and signaled the need for changes, such as adapting the infrastructure to provide digitalized services.

With the restrictions on in-person services due to the pandemic, the demand for online services has grown exponentially, and the need to increase the security and resilience of the technological platform has become even more evident.

In 2021, the "Conecta Recife" app, developed and managed by Emprel, surpassed 20 million hits and 600,000 downloads. The application offers more than 170 services to the citizens of Recife and the number of people who access the app has grown after the inclusion of the covid-19 vaccine scheduling service.

According to Jorge Pinto, the Data Center houses data from municipal management and from all government departments and agencies and, with the advancement of digitalization of services, it began to receive even greater attention.

> We believe that it is extremely important for Emprel to evolve to support the new demands. Technologies and a state-of-the-art backup are critical."

For Sergio Mamede, business account manager at Veritas, Emprel's decision to integrate the NetBackup and NetBackup Appliances platforms ensures that the company offers data protection with the robustness that the digitalization of 100% of the services offered by the local government will require, especially in times of growing threats, such as ransomware.

"Government agencies are victims of ransomware attacks. By choosing cutting-edge Veritas solutions, Emprel ensures that valuable population data is secure and enhances the resilience of critical services and applications, paving the way for a trustworthy digital government," he said.

## Better performance, visibility, speed and modern, unified storage

Before the partnership with Veritas, ensuring the security of data protection routines required the Emprel team to deal with several backup solutions, with tape storage and specific flows for the many departments, companies, applications, and sectors of the municipal government of Recife.

The unification of data protection in the Appliance and NetBackup platforms allowed Emprel to unify the storage of all corporate data and of the most diverse types of workloads on the same platform, increasing visibility and reducing the time invested in backup routines.

With simplified dashboards and full visibility of the large heterogeneous database, the team can make quick decisions, optimize routines, and orchestrate backups in an intelligent and cost-effective manner.

> " NetBackup is much more user-friendly, faster and safer, including the "restore" function, in addition to having the ease of interaction because of the fully graphical platform. We are very satisfied with the tool and all the support provided by Arvvo and Veritas itself."

Jorge Pinto,
director of IT infrastructure at Emprel.

## Enhanced data integrity, paving the way for new partnerships

According to Jorge Pinto, another major benefit of the deployment was the advanced encryption offered by NetBackup.

In addition to increasing security, guaranteeing the integrity and confidentiality of citizens' data, the solution allowed the establishment of agreements between Emprel and ReciPrev and DataPrev, reinforcing the vision of a digital government.

Jorge Pinto says that, although there is no 100% security, today the corporate environment of the municipal government of Recife has tools that work together to offer as much protection as possible.

> " NetBackup increased the performance of our backup routines, reinforced our resilience against threats such as ransomware, and gave us the security needed for us to advance towards the digitalization of all services provided to the millions of citizens of Recife."