Samaritan's Purse®
INTERNATIONAL RELIEF

SAMARITAN'S PURSE | PROBLEM SOLVED

International relief organization Samaritan's Purse relies on the resiliency and always-on access of a NetApp® ONTAP® solution to marshal volunteers, communicate with donors, and save lives.

Samaritan's Purse Moves Data to the Frontlines of Its Humanitarian Efforts

When a 7.8 magnitude earthquake struck Ecuador in early 2016, Samaritan's Purse immediately mobilized supplies and relief workers to help in the aftermath. The Boone, North Carolina, not-for-profit also quickly responded to help thousands of homeless Nepalese earthquake victims a year earlier. For Samaritan's Purse, downtime isn't an option. The international Christian relief organization is on full-time alert working in more than 100 countries to provide aid and relief to victims of war, disease, disaster, poverty, famine, and persecution.

Another NetApp
solution delivered by:

e+

**Where Technology
Means More™**

SQL QUERIES CUT FROM
2.5 hrs.
▶ **15 mins.**

100%
UPTIME

✉ **NETAPP.COM/CONTACT**

∩ NetApp®

Technology is the vital backbone of the organization. Because response in the first 48 hours makes a difference in saving lives, Samaritan's Purse must communicate its needs to staff, alert thousands of volunteers, organize supplies, travel, and set up camp—and sometimes a hospital—as quickly as humanly possible. It does this through e-mail blasts, messages on its website, and mailings, which all rely on its up-to-date and quickly accessible donor database, says Eugene Jesel, director of IT at Samaritan's Purse.

MEETING GROWTH CHALLENGES

Responding to multiple disasters around the world in the past few years led to a significant increase in volunteers, donors, and data needed to run the organization. As a result, the organization quickly outgrew its storage capacity, and users began complaining about slow applications. Shifting SQL workloads to nighttime to remedy this problem interrupted backups and led to even more complaints from international workers and volunteers.

The not-for-profit needed excellent performance for the millions of

records in its donor database and a more comprehensive solution for automated off-site data replication of its SQL databases.

Impressed with the NetApp ONTAP data management solution, Samaritan's Purse switched to NetApp technologies. In addition to serving as a data replication site for its sister organization, Billy Graham Evangelical Association, it uses NetApp ONTAP to manage two FAS8040 storage systems and a FAS8020 system at its disaster site.

Samaritan's Purse worked with partner ePlus to deploy the solution. "They've been an excellent partner in terms of not only helping us make the initial migration over to NetApp, but also maintaining and tuning that environment," says Jesel. "With the flash storage, it was important to make sure that we had it not just installed correctly, but also configured to get the most out of it."

SPEEDING QUERIES

As a result of moving SQL requests to NetApp ONTAP, Samaritan's Purse cut a 2.5-hour job to 15 minutes. Faster queries led to more

BUSINESS BENEFITS

- Reliable technology provides always available 24-hour access for smooth operations.
- No downtime maintains fast response to disasters.
- Frees IT to concentrate on value add.
- Simplifies backup and maintenance.
- Grows programs without constraints.
- Quickly responds to donor requests and provides great response to donors in mailings and receipts and year-end statements.

consistent backups, which no longer compete for resources with SQL queries, and requesting parties get data more quickly.

The NetApp solution also enables the relief organization to reliably deliver its full software suite through VMware to its international offices, including those in Third World countries

8
PROCESSING
CENTERS

→

11.5
MILLION
SHOEBOXES FILLED WITH GIFTS

→

110
COUNTRIES

operating on generators and satellite connections.

The speed also benefits one of the organization's biggest programs: Operation Christmas Child. The initiative sends some 11.5 million shoeboxes filled with gifts to 110 different countries from eight processing centers in the United States. The entire operation occurs in just five weeks. Each shoebox is tracked by a barcode volunteers scan in using iPads. NetApp technology allows Samaritan's Purse to

"keep their fingers on the pulse of the project," says Lucas Bruch, network manager. "We feed the data at a much faster rate, gaining more real-time statistics on how many boxes are in different places, how many are being processed, and where they are going."

SECURING ITS EXPANDING DATA

NetApp ONTAP storage management tools, including mailbox recovery and NetApp other technologies, are crucial to helping

Samaritan's Purse manage its infrastructure, Jesel says. Securing and backing up its database is a top priority for Samaritan's Purse. "We have millions and millions of records in our donor database, which is closely integrated with various other systems," says Jesel. "The database is our most important and critical asset."

Samaritan's Purse uses FlexClone®, a feature of ONTAP, to back up data with a fraction of the space. Cloned data is mounted to a separate server, preserving primary data while running analytics that are then delivered to other departments.

ONTAP software streamlines tasks for the IT department, unifying everything in one NetApp ecosystem. This makes it easier for the IT team to manage its storage without having to learn additional third-party add-ons. SnapManager® for Microsoft SQL Server lets administrators restore straight from a file level, simplifying backup and

"NetApp technology's reliability not only has liberated us from having to focus on keeping our back-end infrastructure running but also has given back time to our IT team so they can provide other unique IT value to the organization."

Eugene Jesel
Director of IT, Samaritan's Purse

n NetApp®

disaster recovery. "NetApp technology's reliability not only has liberated us from having to focus on keeping our back-end infrastructure running but also has given back time to our IT team so they can provide other unique IT value to the organization," says Jesel.

ELIMINATING DOWNTIME TO SERVE ALL TIME ZONES

With people working in every time zone, it's critically important for its technology to be always on and for IT to conduct backups and perform other maintenance without interrupting users. "It is huge for us to be able to do software updates and maintenance and have the resiliency to handle a failure and maintain our uptime," Bruch says. "Since deploying NetApp Data ONTAP we've had 100% uptime." 🐦

That has far-reaching implications, whether volunteers are responding to earthquakes in Ecuador or hurricanes in Haiti. "Zero downtime is impactful," he adds, "to literally be able to make a difference in people's lives."

SOLUTION COMPONENTS

NETAPP PRODUCTS

FAS8040 hybrid flash storage

FAS8020 hybrid flash storage

ONTAP data management software

PARTNER

ePlus

LEARN MORE

netapp.com/us/products/platform-os/ontap

☑ **NETAPP.COM/CONTACT**   +1 877 263 8277