

El Paso County 911 District Protects Critical Public Safety Data with Object First

Introduction and Executive Summary

The El Paso County 911 District provides mission-critical communications infrastructure for emergency call handling and public safety dispatch across El Paso County, Texas.

With the growing risk of ransomware putting not only data but public safety at risk, the District sought out a dedicated, low-complexity, immutable backup storage solution to pair with its existing NetApp and Veeam environments.

The promise of backup data storage with Absolute Immutability, native Veeam integration, and turnkey simplicity ultimately led the District to work with Object First.

The Challenge

With only a small team running a 24/7/365 public safety operation—and previous immutable repositories proving too complex to manage—the District's greatest challenge was to balance performance and security against administrative complexity.

Before Object First, the District struggled with:

- **High administrative overhead:** Existing immutable edge repositories required significant manual configuration and heavy engineering hours
 - **Competing priorities:** Time spent on hardening repositories or verifying backups was a constant tax on the team's time.
 - **Ongoing ransomware risk:** Existing immutable storage systems did not have Absolute Immutability, meaning data could still be stolen, lost, or deleted if administrator credentials were compromised.
- Compliance pressure:** Strict regulatory and compliance mandates require the district to maintain an iron-clad, uncompromised historical record of operations.



Ootbi is an absolute champion of an appliance that delivers top-tier performance, satisfies our rigid compliance needs, and keeps our data safe from external threats—and even accidental internal mistakes.”

Jennifer Aguilar,
Senior Network Administrator,
El Paso County 911 District



EL PASO COUNTY 911
DISTRICT

Solution:

Object First Ootbi

Industry:

Public Safety /
Emergency Communications

Country:

United States

Company:

El Paso County 911 District

Results:

Absolute Immutability against ransomware, administrative overhead reduced to near zero, seamless integration with Veeam, rapid deployment, strengthened compliance posture.

Jennifer Aguilar, Senior Network Administrator and Infrastructure Specialist at El Paso County 911 District, summarized what was missing:

“We needed a solution that would bulletproof our disaster recovery posture against modern ransomware threats without draining our lean team’s daily bandwidth.”

The Solution

The District set out two key priorities for any potential new backup storage solution: maintaining operational efficiency, and architectural harmony. With such a small team, any potential solution had to work out of the box and integrate directly with the District’s existing Veeam environment.

When the District’s technical team heard of Object First at an industry summit, they found what they were looking for.

“The absolute standout factor was the direct lineage to Veeam. Knowing that the original creators of Veeam engineered Ootbi meant we were getting a solution designed to pair perfectly with our backup software out of the box. It eliminated the guesswork. Combine that native optimization with a highly competitive price point and true, turnkey immutability, and it became an absolute no-brainer for our environment.”

The District quickly introduced Object First as a complementary immutable backup layer for Veeam at the edge, alongside their NetApp production infrastructure. Aguilar commented:

“The deployment was entirely seamless and incredibly fast. We racked it, configured it, and had it moving straight into our production environment without any of the typical integration headaches. I was blown away by how little time it took to get it up and operational on the network.. The guided installation and ongoing training provided by their team were standout aspects of the experience.”

The Results

By deploying Object First Ootbi, the District addressed its core backup storage challenges:

- **Absolute Immutability:** Critical public safety data is now protected from ransomware, malicious breaches, and even accidental deletion by employees.
- **Administrative overhead reduced to near zero:** With no need for manual configuration, the District reclaimed dozens of hours of admin work.
- **Compliance confidence:** Verifiably tamper-proof backups maintain a clear historical record of the District’s regulatory obligations.

Aguilar is delighted by how much time Ootbi saved:

“The impact on team productivity has been massive. Object First genuinely functions like having an additional full-time employee in a 2U chassis.”

Conclusion

Looking back on the project, Aguilar summarized just how important the project has been for everyone at the District:

“[Object First] mitigates the risk of external ransomware threats, malicious breaches, and even accidental internal administrative mistakes—and that ensures critical public safety data is completely untouchable — even by me! And that gives our leadership total peace of mind that our recovery points are secure and compliant.”

The District sees Object First as a critical part of its backup and recovery strategy in the future, too:

“As we look to the future—expanding our primary infrastructure, scaling our domains, and updating our disaster recovery data center footprints—Object First will remain the trusted baseline anchor for our immutable backup storage strategy.”