



CUSTOMER SUCCESS STORY

The Mall of America

Pivot3® Provides Investment Protection
for Future Expansion Plans

The User

"With Pivot3 we are getting a much clearer image than before, the image retention time has been expanded, and the system is reliable and easy to maintain."

— Chris Lake-Smith, Director of IT at Mall of America



The Challenges

- Protect more than 100,000 daily visitors and 13,000 employees in 4.2 million square feet of enclosed space with more than four miles of storefronts
- Upgrade to a reliable digital system without adding administrative personnel or costs
- Select a system that could support future expansion plans

The Solution

The Mall of America deployed Pivot3 Serverless Computing™ storage with embedded virtual servers to provide instant video search and retrieval, reliable storage and better image quality over the aging installed tape system. The Pivot3 system uses 40 percent less power than conventional Fibre Channel (FC) SAN storage with separate physical servers and provides self-healing failover protection for both the storage and server applications to effectively eliminate downtime. By using Ethernet rather than FC connections, it met the budgetary and power needs of the Mall and required no extra management personnel.