



# ▶ Case Study: HOSTING

HOSTING ENHANCES ENTERPRISE CLOUD BACKUP SERVICES WITH COMMVAULT® SOFTWARE



Industry  
Cloud Hosting

Corporate Headquarters  
Denver, CO

Employees  
380

[www.hosting.com](http://www.hosting.com)



## CHALLENGE

- HOSTING needed an enterprise backup solution that could help deliver the user-friendly self-service solution its cloud customers wanted to automate recoveries, downloads and backup reporting.

## SOLUTION

Commvault® Simpana® software delivered the scalability, API, and application support necessary for HOSTING to achieve an elegant self-service solution easily managed through its innovative Customer Portal.

## BENEFITS

- Simpana software's API dramatically decreased time to deliver the Enterprise Backup solution for the HOSTING Customer Portal
- Engineering access and field enablement further enabled partnership success
- Using Simpana software's single-platform architecture, HOSTING can centralize management of backup operations
- Deep history in cloud domain expertise delivers the scalability and stability to assure reliable data recovery

As a leader in high performance cloud hosting, security, compliance and recovery services for business-critical applications, HOSTING helps organizations design, build, migrate, manage and protect their cloud-based environments. The company owns and operates six geographically dispersed industry-compliant data centers and its 3,000+ global customers represent a variety of industries including software, healthcare, retail, media and entertainment, financial services, technology and government.

The company offers mid-sized enterprises a comprehensive portfolio of services that cover the entire cloud enablement lifecycle from availability, backup and recovery to security, compliance and application support. HOSTING packages these products so that mid-sized enterprises can select only the services they need to architect and protect their data assets throughout the cloud lifecycle, as they need them. A key offering is its recently launched HOSTING Customer Portal™, which provides customers with self-service access to DNS management, cloud server management, load balancing and replication and recovery services.

“We are heavily investing in the delivery of amazing user experiences,” said Darrell Hyde, Chief Technology Officer, HOSTING. “As a high-touch service organization, we know that customer experience is everything. But in addition to working with a great team, our customers also want efficient tools delivered in a way that makes them compelling and easy to use. That’s what we have achieved with our new Customer Portal.”

As HOSTING continued to expand the capabilities of its Customer Portal, delivering self-service access to its Enterprise Backup service was a high priority. Due to the strategic importance of backup to its customers, the HOSTING team wanted to enhance the Enterprise Backup experience by giving customers complete control of system restores, file downloads and historical data with the user-friendly self-service and access that has made its Customer Portal so popular. To meet this objective, HOSTING required a backup software solution to provide scalability, ease-of-use and an API that would enable the product development and integration needed to build the offering.

**“Commvault gave us the cloud-ready solution we needed to optimize our resources and fuel our opportunities for expansion. They truly get our business and deliver what we need.”**

DARRELL HYDE,  
CHIEF TECHNOLOGY OFFICER, HOSTING

#### SUGGESTED READING>>

##### “Cloud Data Protection”<sup>1</sup>

As organizations begin to adopt cloud computing, protection data moving into public clouds is often overlooked. Learn more about cloud data protection strategies and moving workloads, applications and datasheets into public cloud infrastructures.



READ NOW



▶ **A CLOUD-READY SOLUTION FROM A CLOUD-WISE PARTNER**

HOSTING evaluated a number of backup software options before finally selecting Commvault® Simpana® software. While Simpana software was the only solution to deliver the application integration features that HOSTING desired, it also provided a single software architecture that avoided data silos, instead giving HOSTING a very simple way to manage scale. This inherent scalability is exactly what the cloud services leader required to support its dynamically changing environment. Further, the Simpana software user interface was simple and feature-rich – a perfect complement to the HOSTING Customer Portal. Finally, Simpana software’s snapshot support and broad integration with leading applications, hypervisors and storage arrays made it easy to support key customer applications, including Exchange and SQL Server. For more information about becoming a Commvault partner, visit us online at [partners.commvault.com](https://partners.commvault.com).

“To build the Enterprise Backup solution for our Customer Portal, we needed a feature-rich product that could deliver the scalability our customers needed with the retention flexibility they require,” said Hyde. “We also needed a product with a solid API that would enable us to build the cloud-based solution that would give customers ease of access to restore data and historical information they need. It’s for those reasons – and more – that we selected Commvault.”

In addition to the cloud connectors built into its Simpana software platform since 2008, the value of working with Commvault didn’t stop at technology features. HOSTING also soon learned that with Commvault, supporting the cloud is a company-wide pursuit. For example, Commvault’s subscription-based pricing models help HOSTING deliver the services its customers need, at pricing that can scale with their requirements. HOSTING also found that when engineering support was needed, they had direct access to a team of cloud experts, without going through multiple layers of support. This played a significant role in helping HOSTING reach its product development deadlines and decreased the time to market for the Enterprise Backup solution for the Customer Portal.

“Commvault offered all the technology features we needed with the API to help us achieve our Customer Portal goals,” said Hyde. “But what is equally valuable is working with a company that understands doing business in the cloud. Commvault has true cloud provider expertise, which makes it very easy to do business with it. Further, Commvault understands our business model, our technology needs and how it can best support our growth.”

“To build the Enterprise Backup solution for the HOSTING Customer Portal™, we needed a product with a solid API that would enable us to build the cloud-based services that provide customers with access to restore data and historical information they need. It’s for those reasons – and more – that we selected Commvault.”

DARRELL HYDE  
CHIEF TECHNOLOGY OFFICER  
HOSTING

## ▶ COMMVAULT: DELIVERING SERVICE PROVIDER SUCCESS TODAY AND TOMORROW

Since the launch of its self-serve Enterprise Backup solution, HOSTING has seen substantial returns. The company manages more than 100TB of data for the nearly 200 enterprise customers that are using this solution to achieve recoveries that are four times faster than tape backups. With the flexibility of Commvault's cloud pricing, HOSTING can bill customers only for the data they backup, allowing companies of all sizes to have complete data protection. Even more, HOSTING can easily help customers set retention periods for their data, based on application and usage.

HOSTING was able to meet its product development and delivery goals for enabling Enterprise Backup for its Customer Portal with the Simpana application integration features, and the company has been pleased that it can manage its entire backup workload with a single platform and without the need to expand its internal backup team. To support future plans, HOSTING is also looking forward to building out new products that extend its backup options without having to grow its team.

"Commvault gave us the cloud-ready solution we needed to optimize our resources and fuel our opportunities for expansion," said Hyde. "Both Commvault and its Simpana solution have been key factors in the success of the Enterprise Backup solution for our Customer Portal. So many solutions out there are not built for service providers. They don't scale well, don't really take multi-tenancy into account, and don't serve the provider well when support is required. Not Commvault. Commvault truly gets our business and delivers what we need."

## ▶ RESOURCES

1 [commvault.com/resource-library/5445a276990ebbbd71001774/cloud-data-protection-whitepaper.pdf](http://commvault.com/resource-library/5445a276990ebbbd71001774/cloud-data-protection-whitepaper.pdf)

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## ▶ HOSTING AT-A-GLANCE

### DATA MANAGEMENT [BY THE NUMBERS]

- 100TB of data under management
- Supporting 200 Enterprise Backup customers
- Operating in 6 data centers

### INDUSTRIES

- Healthcare
- Retail
- Media-Entertainment
- Government
- Financial Services
- SMB Hosting

### APPLICATIONS

 Exchange

 vmware

 Microsoft SQL Server™

 ORACLE®

▶ To learn more about the full benefits of Commvault software and its revolutionary approach to cloud data protection, visit [commvault.com/cloud](http://commvault.com/cloud).

**COMMVAULT** 



▶ PROTECT. ACCESS. COMPLY. SHARE.

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