

▶ Case Study: UbiStor

UBISTOR PROVIDES ENTERPRISE-CLASS VIRTUAL SERVER PROTECTION, DISASTER RECOVERY SERVICES BASED ON COMMVAULT® SOFTWARE

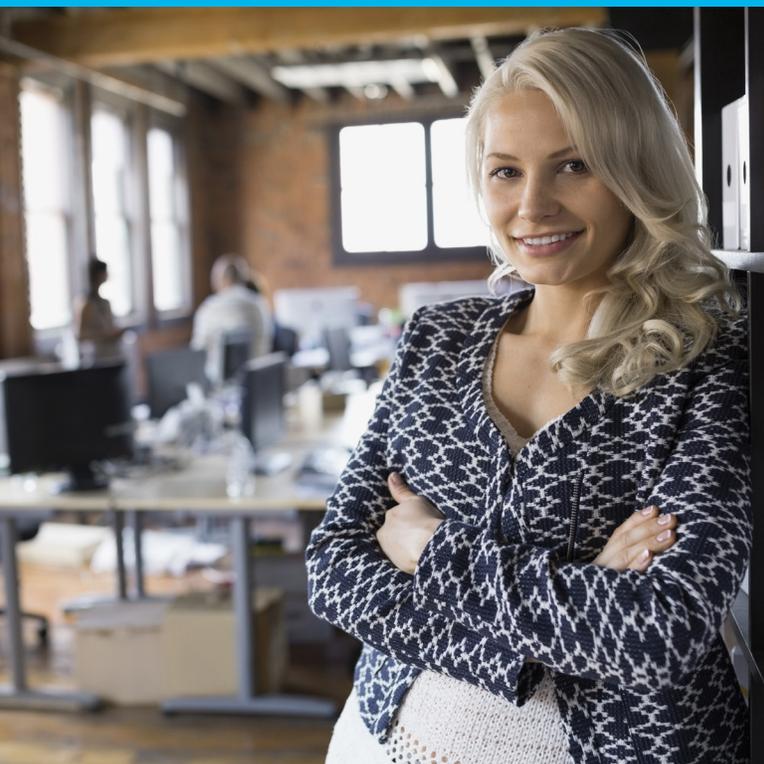


UBISTOR

Industry
IT Service Provider

Corporate Headquarters
Schaumburg, IL

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CHALLENGE

- Legacy solution wasn't able to scale large or virtual environments
- Lack of visibility into customer infrastructure precluded proactive recommendations/troubleshooting
- No notification of new VMs, so couldn't protect them
- Backup windows were too long; monitoring reports and fixing errors stretched IT resources

SOLUTION

Commvault Software

- Backup and Recovery
- Archive
- Search
- Content Indexing
- Edge

BENEFITS

- Able to manage virtual environments; auto-discover new VMs as they are created
- Insight into customer environments, enables simple "flick of a switch to turn on new functionality
- Error-free backups are completed within 2 to 3 hours
- Advising and developing Customer Disaster Recovery Roadmaps is more proactive

As an IT managed services and solutions provider, UbiStor's mission is to help its customers protect, manage, access and extract business value from their business data. To overcome challenges caused by the rapid adoption of virtual server technology and massive data growth, UbiStor has deployed Commvault® software to manage its own IT infrastructure and as the core data and information management platform powering and protecting its services offerings. UbiStor's innovative technology and hosting solutions assist customers with services ranging from data backup and recovery to customized, cost-efficient and comprehensive disaster recovery planning.

Several years ago, UbiStor needed to replace its legacy backup product, which wasn't able to scale to support its own information management needs or its customers' ever-expanding virtualized infrastructures. According to Dave Brooks, UbiStor's CTO, "Customers were incurring hefty costs because they often had to buy completely new software every time they needed to scale or add functionality. In addition, managing end-to-end backups required customer intervention because we lacked complete visibility into their systems."

UbiStor wanted to maintain enterprise-class service levels and credibility as a trusted advisor, with the ability to offer customers increased value through advanced services offerings. The solution it adopted would need to be technology-agnostic and compatible with virtually any hardware or software that its customers were using or might deploy in the future. UbiStor also needed the ability to holistically manage and protect virtual server environments, centrally administer software updates and speed virtual machine (VM) provisioning.

After a careful review of data management software vendors, UbiStor selected Commvault software due to Simpana software's fundamental ability to manage large-scale virtual environments. Choosing Commvault also allowed UbiStor to move beyond backup and recovery to offer advanced features, such as archiving, content indexing and search, along with complete disaster recovery services. A flexible licensing structure allows UbiStor to provide additional pricing options to its customers.

▶ PROVIDING PEAK PERFORMANCE IN VIRTUALIZED CUSTOMER ENVIRONMENTS

As more customers adopt virtualized infrastructures to curtail skyrocketing costs and efficiently manage data and application growth, UbiStor has standardized Simpana software to protect both physical and

"Commvault's feature-rich solution is one that our customers will never outgrow. With the visibility into our customers' environments that Commvault software provides, we can, to an even greater degree, help them with disaster recovery planning and make recommendations on technology they need to adopt to achieve their goals and save money."

DAVE BROOKS
CTO, UbiStor

10 Signs that You Need to Modernize Your Backup and Recovery Solution¹

To help you determine if your environment needs a more modern approach to backup and recovery, review these checklist items.

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virtual servers through a single platform. Brooks explained, “The ability to manage everything from a single pane of glass provides the flexibility we need as a service provider. When we need to restore a physical or virtual server or certain files within a server, we can identify them quickly, click ‘restore’ and the software does the work for us.”

The ability to automatically detect and bring new VMs under protection is another timesaving benefit built right into Simpna software, according to Brooks. Policy-based auto-discovery ensures that UbiStor can immediately protect a new virtual machine whenever it’s deployed. Brooks commented, “Previously, we weren’t necessarily alerted to the fact that our customers had new VMs. With Simpna VM auto-discovery, we’re connected to our customers’ environments so we know what’s going on at all times.”

Where previously it took more than eight hours to complete a backup job, UbiStor can now perform all backups within two-to-three hours, error-free. According to Brooks, “What used to take several hours every morning for a staff member to analyze and fix now only takes 10-15 minutes. I’ve been able to keep our headcount in control, despite the fact that we’ve doubled our customer base.”

UbiStor also has the ability to push out software updates and turn on new customer functionality from a single platform, to improve service levels and simplify resource management. Additionally, visibility into customer environments allows UbiStor to continually assess system performance and make recommendations regarding customer adoption of enhanced features and functionality.

▶ DATA VISIBILITY FOSTERS PROACTIVE INSIGHTS, FUTURE GROWTH

Simpna software’s reporting capabilities provide UbiStor with increased visibility into their customers’ data, including the age of the data being backed up, so that UbiStor can confidently make proactive recommendations on infrastructure upgrades.

“New customer service offerings can be turned on with a simple flick of a switch, leveraging existing infrastructure and operations,” Brooks stated. “We’re always looking at the next step needed to bring a customer’s environment to the point where it’s fully protected and able to recover within their specific RTO/RPO objectives.”

This insight gives UbiStor the ability to put customer environments under a microscope to help them better manage their data and save money, something the company wasn’t able to do previously. UbiStor plans to roll out Commvault Edge desktop and laptop protection functionality to customers to help address the demands of their increasingly mobile workforces.

“From a data management perspective, one of the best things that Commvault allows us to give to our customers is insight into their data. Archive and content indexing gives them the ability to move that data to reduce costs, and still lets them access it easily should they need it.”

DAVE BROOKS
CTO, UbiStor

▶ DESIGNING INDIVIDUALIZED CUSTOMER DISASTER RECOVERY ROADMAPS STEP-BY-STEP

As a trusted solutions and service provider, UbiStor thoroughly tests the data protection and information management services it plans to roll out to customers.

According to Brooks, “We basically start with backup and recovery — the foundation of a customer’s data management strategy. Once we have the data protected, Commvault allows us to offer an abundance of functionality that helps our customers save money. It also makes that data more useful to the business and provides assurance that, in the event of a disaster, the data is quickly recoverable and accessible by end users.”

As part of designing what it calls its “Customer Disaster Recovery Roadmap,” UbiStor recommends that customers add archiving, content indexing and search functionality, services powered by Simpana software, to more easily manage and access information that’s meaningful to their businesses. With archiving, customers can optimize their data storage to securely and efficiently retain data; content indexing then ensures that UbiStor’s customers have granular insight into that data, allowing them to quickly search for, recover and access what they need, when they need it.

Brooks commented, “From a data management perspective, one of the best things that Commvault allows us to give our customers is insight into their data; including data on premise, and in a public or private cloud. Some customers had no idea that they had files that hadn’t been touched in two years or longer. This data was just spinning on primary storage, taking up expensive space. Archive and content indexing gives them the ability to move that data to reduce costs, and still lets them access it easily should they need it.”

▶ UBISTOR MANAGED SERVICES AT-A-GLANCE

DATA MANAGEMENT BY THE NUMBERS

- 400+ customers
- 800 VMs
- 2 PB of data under management

APPLICATIONS

vmware

Microsoft®
SQL Server®

ORACLE®

OPERATING SYSTEMS

- Microsoft Windows – 2003/2008/2008R2/2012
- Linux – Red Hat/CentOS/ Fedora/Ubuntu

▶ Commvault software and its market-leading innovations conquer data protection challenges with less cost, risk and complexity. Learn more at commvault.com.

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