

Expedient Data Centers

Expedient Data Centers finds true partnership with Commvault® software



Challenges

Expedient needed a data protection partnership that would better align with its service provider business model – from technology features that support the varying demands and applications of its customers to business-side requirements that include licensing, support and marketing that have been developed with the service provider’s needs in mind.

Solutions

Commvault offers true service provider support for Expedient’s growing service business. Simpana software offers superior scalability, application-awareness and hardware agnostic storage support. Commvault matches this advanced technology with a true operational understanding of the service provider business, including licensing, sales, support and marketing.

Benefits

- Application-aware data protection for nearly any application Expedient’s customers may have
- Built-in data deduplication optimizes Expedient’s storage hardware investments and network bandwidth
- Extensive storage hardware support enables Expedient to remain flexible and agile with its resources
- Service provider-specific licensing models makes data protection more cost effective for Expedient’s customers and easier to manage

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John White Director of Product Strategy | Expedient Data Centers



Industry

Cloud hosting and managed services

Location

Pittsburgh, PA

URL

www.expedient.com

Employees

250

In numbers

- 2.5+ PB of data under management
- Supporting 1000’s of managed backup customers in 11 datacenters
- Growing at 120% year over year

Industries

- Healthcare
- Financial services
- Government
- Manufacturing
- SMB hosting

Applications

- VMware
- Microsoft Hyper-V
- Microsoft SQL Server
- Exchange
- Oracle
- Active Directory

With a network of 11 data centers across the nation, Expedient provides a wide range of premier colocation, cloud computing, managed and network services to enterprise, commercial, education and government organizations. Expedient's approach complements a variety of industry and government compliance requirements, including SOX, PCI DSS and HIPAA, supported by third-party SOC attestation.

For Expedient's diverse customer base, backup services are critical. And, because its customers know that doing backups on their own is a hard job, they trust Expedient to support their vital data protection requirements. Over the years, Expedient has built an extensive customer base, totaling more than 2.5 PB of data that relies on its backup services.

"We provide a unique blend of services to our customers," said John White, Director of Product Strategy, Expedient Data Centers. "Most customers are local to one of our data centers as we work to build a rock-solid data protection experience they can rely on — even reach out and hug."

To resolve its data protection business challenges, Expedient began to investigate new options for its backup software technology that would support its service provider business model. That's when they discovered the value of Commvault.

Before finding Commvault, Expedient used Legato through its evolution to EMC Networker and Avamar; however, the company concluded that EMC couldn't meet its specific requirements as a service provider. When it comes to storage hardware Expedient needs flexibility and EMC simply wasn't hardware agnostic enough in their approach. Furthermore, EMC's enterprise licensing model was difficult to align to a monthly recurring revenue model used by service providers. These are the areas where Expedient found that Commvault shined.

A data protection solution for service providers that delivers

Commvault Simpana® software was able to give Expedient all of the technology functionality needed to support its range of customers and their applications, while also supporting the specific needs of a service provider business model. On the technology front, Simpana software provides application-aware data protection for nearly any application Expedient's customers may have. From VMware and Oracle to SQL, Active Directory and Exchange, Simpana software delivers the reliable data protection Expedient needs for its customers and the granularity they require. "It is hard to be consistent with backup reliability," said White. "But with Commvault, our customers are confident that their data will be there. With many of the other vendors we've experienced, there always seemed to be random failures. But, with Commvault, the software just works."

Simpana software also features built-in data deduplication to optimize Expedient's storage hardware investments and network bandwidth. Using Simpana software, Expedient can backup a client to one location and easily replicate that data to another data center for secondary, offsite protection.

With the freedom to use any storage hardware they select, Simpana software also gives Expedient the powerful option of choice, today and into the future, for its data center investments. This flexibility was a significant advantage over its previous backup product, one that allows Expedient to maintain its strong, ongoing relationship with its preferred storage hardware partner.

Partnership that goes the extra mile

As compelling as Simpana software's technology advantages are, Expedient has benefitted even further from Commvault's operational understanding of the service provider business. From licensing models to services, support and marketing, Commvault delivers dedicated programs for service providers that truly align with their business. This has been a winning combination for Expedient.

"The vendor-side advantages of Commvault for a service provider have been exceptional," said White.

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Over the next year, Expedient expects to migrate all of its backup services customers to Simpana software. The company is excited that Commvault solutions also support endpoint data protection and client archiving, as well as offering superior scalability for future client growth. Expedient's backup requirements continue to grow at 120% each year and it now has peace of mind knowing that Commvault is right there to meet the demands of this expansion.

"We rely on Commvault heavily because the partnership truly works," added White. "We have strict SLAs with our customers and it's huge to know that Commvault is there to help us meet and exceed our service uptime metrics."

To learn more about the full benefits of Commvault software and its revolutionary approach to cloud data protection, visit commvault.com/cloud >