



About OpSource

OpSource provides complete cloud operations, infrastructure, and services for companies of all sizes and types. Every day, OpSource is entrusted with the support of hundreds of applications, millions of users, and billions of transactions. OpSource Cloud brings together the flexibility, availability, and community of the public cloud and the security, performance, and controls the enterprise demands.

Key Solution Requirements

- **Broad infrastructure support**—Must integrate with all clients' operating systems, databases, and applications.
- **Fast, easy backup and restoration**—So OpSource can optimize the backup services customers receive.
- **Efficient administration**—Diverse environments at four data centers must be managed centrally and efficiently.
- **Flexible, subscription-based pricing**—Enabling support of OpSource's pay-as-you-go, cloud-based services.

Infrastructure Snapshot

- 2000+ servers (physical and virtual)
- Over 200 TB of data
- Server operating systems: Microsoft Windows 2000 and greater, Red Hat Linux 3 and greater
- VMware Virtual Center 2.5 with 30 ESX 3.x servers
- Databases: 150+ Microsoft SQL, 150+ MySQL, 50+ Oracle databases

Silver Lining: The Backup Behind OpSource's Cloud Operations

OpSource hosts IT services for hundreds of companies that rely on these services to get business done, from software-as-a-service vendors to web companies to enterprises. To profitably manage these complex environments, OpSource places a premium on scalability, flexibility, and efficiency--attributes their existing online backup provider wasn't providing. To grow their business and offer new services, they knew their backup needed an upgrade. Their choice? Atempo Time Navigator.

The Challenge

When it comes to the client infrastructures housed in OpSource's environment, the standard is that there is no standard: custom applications, standard commercial platforms, virtual machines, legacy applications. Virtually any type of compute service that's ever been deployed has been hosted by OpSource for one of its clients.

In addition, the company has just launched the OpSource Cloud, a pay-as-you-go, enterprise-grade virtual compute environment. OpSource Cloud enables organizations to get an on-demand infrastructure that meets enterprise standards for security, service level, compliance and control.

OpSource bundles backup services with all its client offerings, and today is responsible for protecting more than 200 TB of data at four data centers. In the past, it relied on an online service provider for backup, but found that high costs, low responsiveness, and limited control challenged its ability to support their large and expanding business. Ultimately, the OpSource team determined they needed to bring backup services in house to meet the company's high standards.

The Story at a Glance

Challenges

- Cost effectively managing backups of hundreds of clients' mission-critical applications and services.

Solution

- Atempo Time Navigator protects data for all clients' infrastructures, including traditional hosting, virtualized services, and cloud-based offerings.

Results

- Cost savings of 70% per gigabyte of data stored.
- Faster deployments and shorter restore times.

"Atempo delivers great value and their subscription based pricing meshes extremely well with our business model, giving us a clear picture of our ongoing costs. As our business grows, both Atempo and OpSource will benefit, which gives us a basis for a true, long-term partnership."

-John Rowell, CTO, OpSource

The Solution

The team at OpSource considered virtually all backup solutions on the market and rigorously evaluated three over a three month period. Their conclusion: Atempo Time Navigator offered the best combination of capabilities and value.

Several characteristics made Atempo Time Navigator stand out:

Pricing model. Since OpSource offers services on a pay-as-you-go, cloud-based service model, it was critical that their infrastructure services like backup provided utility-based reporting. With Atempo's flexible, subscription based pricing, OpSource has a consistent, predictable monthly fee, and clear visibility into ongoing costs—even as business rapidly grows.

Enterprise ready. Throughout the evaluation, it was clear Atempo Time Navigator offered all the capabilities they needed out of the box. That was critical, since they couldn't afford to buy a solution based on a vendor's product road map.

Virtualization support. Atempo's complete support for virtualized environments met a critical requirement for both its clients' virtualized environments and for its new VMware-based OpSource Cloud offering.

Infrastructure coverage. The clients, not OpSource, determine which applications, operating systems, and databases OpSource hosts. Atempo's broad application and platform coverage meant that backup services wouldn't limit OpSource's potential new business.

Efficient administration. Through Atempo's single administrative console, administrators can efficiently and effectively control backups across all four OpSource data centers.

The Results: 70% Cost Reduction and Faster Setup and Restores

OpSource realized significant returns on its Atempo investment. By replacing its online backup solution with in-house backups with Atempo, the company reports these benefits:

Immediate and dramatic, cost savings.

The company now spends 70% less per gigabyte of data being backed up. Given that OpSource manages upwards of 200 terabytes of data, these savings provide a big boost to the company's bottom line.

Faster new client setup. With Atempo, OpSource can set up new customers more quickly and efficiently. That means clients get services running faster, OpSource can reduce deployment overhead, and most importantly—start billing sooner.

Faster, easier backup and restore.

Previously, all backups and restores were offsite, which was unnecessary in many cases. With Atempo, OpSource can offer both local and offsite backup. When a restore is required, administrators can pull the data from the most cost-effective, fastest backup repository.

More scalable management. Deploying and administering Atempo Time Navigator is fast and efficient, particularly critical since it's used in all four OpSource data centers.

"Given our business model and our large and varied client base, we now have just about every kind of file type, server platform, operating system in our environment. With Atempo, we've been able to ensure everything is covered."

-Luke Foster, Senior Product Manager, OpSource

OpSource's administrative team has been so delighted with the product's performance, they've expanded beyond the original scope of their deployment. They now use Atempo Time Navigator to offload database backups from their more expensive SAN infrastructure and onto lower cost disk—which further increases the return on their Atempo investment.

In short, Atempo gives OpSource the flexibility, performance and, most importantly, control they need to protect their clients' data. With Atempo Time Navigator running at all four data centers, OpSource is able to provide cost-effective, scalable backup for the diverse services they host, including the virtualized environments of their newly launched OpSource Cloud service.

"The throughput of Atempo Time Navigator is one of the most impressive aspects of the product. Given the products' dependability and high performance, we can now make firm commitments to customers in terms of the response times they'll receive."

-Luke Foster, Senior Product Manager, OpSource



About Atempo

Atempo enables organizations to protect, manage, archive, and recover digital information simply and effectively, across any infrastructure, on any platform, over any period of time. Atempo's portfolio of integrated software solutions simplifies the management of data throughout its entire lifecycle. Atempo serves thousands of customers around the world through a sales and support network of over 200 resellers and partners.

Learn more at www.atempo.com