

REVERA DELIVERS WITH COMMVAULT® CLOUD-OPTIMISED SIMPANA® SOFTWARE

HIGHLY COST EFFECTIVE, EFFICIENT & INNOVATIVE MANAGED
BACKUP, RECOVERY, ARCHIVING AND DR SERVICES



Industry: Managed Services Provider (MSP) | Corporate Headquarters: New Zealand
www.revera.co.nz

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ROBIN COCKAYNE, GM OF BUSINESS DEVELOPMENT, REVERA

Challenge

- Fast-growing managed backup service was hindered by legacy platform that couldn’t scale seamlessly or easily
- Connectivity challenges in New Zealand prompted the need for a solution with a distributed architecture that would allow centrally managed local backups
- Requirement to customise service offering necessitated a flexible solution that could be tailored to meet specific customer needs
- Multi-tenant architecture with charge-back reporting and storage resource management was required for shared-services business module

Solution

CommVault Simpana software with backup and recovery, embedded deduplication, archive, replication and SnapProtect.

Benefits

- Simpana software’s singular platform with distributed functionality accelerated the delivery of managed backup & recovery service while setting the stage for additional value-added services
- Embedded deduplication reduced bandwidth, storage and administrative costs
- Integrated, complementary services, including archive and replication, met needs for economical, long-term data retention and improved information governance
- Enterprise-class data management has facilitated seamless expansion to effectively and efficiently support hundreds of customers, thousands of servers and multiple petabytes of data

“CommVault Simpana software plays a major role in helping us maintain our technical leadership while making it easier to meet aggressive growth demands.”

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GM OF BUSINESS DEVELOPMENT,
REVERA

Customer Profile

Revera, New Zealand’s leading computing infrastructure provider, is known for its innovation in delivering unique services and new approaches to old problems. Founded in 2002, the company specialises in high integrity Homeland computing infrastructure, enterprise storage and data management services.

Since its inception, Revera has focused on building locally-based synchronised data centres and technology platforms to provide readily scalable enterprise computing infrastructure for both public and private sector organisations. As one of three providers selected to work with New Zealand’s government entities, Revera counts New Zealand Police, Ministry of Health, Ministry of Business, Innovation and Employment, as well as the New Zealand Transport Agency among its customers. Additionally, the company works with a growing list of private sector organisations, including Livestock Improvement Corporation, Quotable Value and a number of law firms that benefit from Revera’s technical leadership and hands-on, local touch.

With CommVault Simpana software, Revera has fueled business expansion, scaling from dozens of customers, several hundred servers in two data centres and multiple terabytes of data to hundreds of customers, thousands of virtual servers across five data centres and multiple petabytes of data—without having to dramatically increase its administrative overhead.

More than 200 organisations take advantage of Revera Homeland Services™, which provide utility computing in the form of Infrastructure-as-a-Service (IaaS), Platform-as-a-Service (PaaS), disaster recovery (DR) services and customised managed services offerings. These on-demand computing platforms come with a varied combination of service support or intervention—from the desktop to the infrastructure layer—as dictated by business needs and technology requirements.

According to Robin Cockayne, general manager of business development for Revera, the company’s local focus on IT infrastructure or what it calls the “heart and lungs” of business IT, is what differentiates Revera from its rivals. “We specialise in the technology sets, strategies and methodologies at the infrastructure level, instead of trying to be everything to everybody,” he explains. “We’re also 100-percent locally managed, which means our support really is 24x7x365. CommVault Simpana software is one of our most important tool sets in that it enhances our ability to manage petabytes of data across a shared, multi-tenant environment, more efficiently and cost effectively.”

Data Management Environment

Unlike large, multi-national managed service providers with monolithic data centres, Revera has built a fleet of five Type-R interlinked data centres that offer granular control to high-density computing environments. From the beginning, Revera differentiated its services deliberately, starting with easy-to-deploy backup and recovery capabilities. “Our initial aim was to get all of New Zealand’s data inside our data centres, and the obvious place to start was backups, before pulling in production data,” notes Cockayne.

To that end, Revera has assembled a cadre of world-class technologies and solutions to ensure its customers receive completely secure, private and reliable access to mission-critical data running on 100 physical and 2,000 virtual servers. With one of the highest percentages of virtualisation in its local market, Revera supports a blend of VMware vSphere, Microsoft Hyper-V and Oracle VM virtualisation software. Predominantly a Microsoft shop, Revera recently joined the Technology Adoption Program (TAP) for Microsoft System Center 2012 to further enhance service delivery and improve application availability while reducing costs. Also on the application front are Microsoft SQL Server and Exchange along with Oracle, SAP and IBM. Revera also relies on enterprise-class storage from Hitachi, NetApp and Dell to store escalating volumes of data storage.

More than 100 engineers help drive Revera's managed services with five specialists dedicated to backup and recovery. Together, the team strives for the highest levels of efficiency, security and compliance. "We get audited every six months as part of being on the government panel," explains Jason Porter, general manager of technical operations for Revera. "This scrutiny extends to backups as well, so it's imperative that we have a reliable platform capable of protecting multiple petabytes of vital information."

Moreover, Revera now is bidding on multiple petabytes in single transactions, which was relatively unheard of in New Zealand a year ago yet now has become common practice. As a result, the company must be ready for explosive data growth and to scale its services rapidly and efficiently as customer needs dictate. "We continually set ourselves apart from everybody else as specialists who move fast and efficiently," says Cockayne. "CommVault Simpana software plays a major role in helping us maintain our technical leadership while making it easier to meet aggressive growth demands."

Meeting the Need for Seamless, Scalable Backups

When Revera first developed its backup and recovery offering, the team relied on Symantec NetBackup to support the pioneering service. Initially, the legacy software platform met the company's needs, but as Revera's IaaS capabilities grew, it became increasingly apparent that NetBackup's more traditional architecture wasn't well suited for keeping pace with its rapidly expanding business.

Symantec's use of a central catalogue required sending backup data over a wide-area network link, which was problematic for several reasons. First, data transmissions slowed the backup process considerably, which became burdensome as demand for Revera's managed backup service took off and the company went from supporting a few servers for clients to hundreds of servers for an ever-increasing customer base. Second, bandwidth in New Zealand is quite costly, so to deliver the most value at the best price, it became apparent that a different technological approach was needed to minimize the WAN traffic.

Instead of moving all the data over the network to a central repository for backup and recovery, Revera wanted to centrally manage local backups, which would minimize bandwidth and accelerate the overall process. "Our customers are looking for backup

CommVault®
Simpana® software
is built from the
ground up on a
single platform and
unifying code base
for integrated data
and information
management.

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“With Simpana software, we’ve been able to grow across the geography much more seamlessly and use available bandwidth much more efficiently. In that sense, CommVault has given us an impressive ROI.”

JASON PORTER,
GENERAL MANAGER OF
TECHNICAL OPERATIONS,
REVERA

efficiency, rapid recovery and the highest levels of data availability,” says Porter. “Our small yet dedicated team manages stringent service level agreements, ranging from zero-downtime to one-hour recoveries of Exchange databases. We required a highly flexible, distributed platform that would enable us to meet dynamic recovery needs while seamlessly scaling backups to thousands of servers.”

Another sticking point was the cost of rolling out NetBackup, based on the platform’s hefty price tag and additional administration to deploy and maintain the software. “We needed a much easier and more inexpensive way to accommodate our customers’ particular requirements within specific budget parameters and timeframes,” Porter adds. “Our priority was finding a platform that would optimize our multi-tenant approach based on shared services for the future.”

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Multi-Tenant Architecture Ideally Suited for Shared Services

In seeking a more suitable solution for its burgeoning business needs, Revera surveyed the competitive landscape of backup and recovery solutions with an eye for other complementary offerings, such as archiving. Among the team’s top criteria was finding a solution that could be customised to meet a particular customer’s requirements without introducing additional deployment or administrative complexity. “We didn’t want a cookie-cutter approach to backup and recovery as we recognise that our clients have unique needs, so we have to be flexible in supporting specific backup and recovery windows,” says Porter. “In our business, a one-size-fits-all solution just doesn’t work.”

With that in mind, Revera evaluated different software solutions before determining that CommVault Simpana software best fit the company’s needs for a flexible, scalable platform that could be tailored to support customer requirements as needed. In particular, CommVault’s singular platform features a distributed architecture utilising local servers for performing backups before data is moved over the WAN, which would significantly reduce Revera’s bandwidth requirements.

Additionally, the ability to address a variety of data and information management needs from a unified platform that could be easily managed from a single console was very compelling. “We felt it would be easy to deploy and support Simpana software’s backup, recovery, archive, replication and other capabilities across both our physical and virtual environments,” notes Porter. “CommVault’s feature set was a lot more seamless than other solutions we considered.”

Another plus was the availability of CommVault’s local support team to assist with rolling out Simpana software components and ensuring trouble-free upgrades and streamlined support of multiple versions. “For us, there’s no point in having someone in the States support Revera,” adds Porter. “Just as we pride ourselves on giving our customers local support, we wanted support for our data protection solution based in

Australia or New Zealand. We appreciated the fact that CommVault has a dedicated support team on the ground here to give us hands-on, responsive support.”

Additionally, Revera liked how Simpana software could be leveraged fully to help build out its managed services offerings while providing future-investment protection. “We wanted to offer our customers a very stable starting point and then simplify the process of adding other capabilities to suit their own needs over time,” says Cockayne. “CommVault Simpana software made this all possible.”

Simpana Software Accelerates Delivery of New MSP Offerings

Following a straight-forward implementation of CommVault Simpana software, Revera soon began taking advantage of other capabilities, including compression, deduplication and encryption, to offer customers full featured services. “We have been able to help our customers bridge the paradigm shift from doing their own backups to opting for a managed data protection offering,” notes Cockayne. “CommVault is invaluable in guiding the shift and easing the journey into the new world of backups.”

Along the way, Revera has taken full advantage of CommVault’s embedded, global deduplication to eliminate redundant data at the source before it’s sent over the network, reducing both bandwidth and operating costs. These savings then are passed along to customers in the form of other value-added services. “Our customers see immediate benefits, which makes deduplication functionality more palatable and commercially viable,” says Cockayne. It also gives them a window into how to leverage our fleet of data centres while opening the door to other services.”

For example, CommVault Simpana Archive is a new service that enables customers to reduce the cost of longterm data retention while improving information governance. With CommVault’s integrated data archiving solution, Revera can move data from tier-one disk to lower-cost tiers and provide customers with better control over common capacity management challenges associated with Microsoft Exchange, such as user quotas, PST file proliferation and database growth. “As Microsoft Exchange is one of the biggest growth areas for Revera’s customers,” says Porter. “They’ll be able to take full advantage of Simpana Archive to effectively address increasing data volumes without a lot of additional costs or impact on governance requirements.”

CommVault’s Simpana Replication functionality also is found in Revera’s Silver-lining disaster recovery service, which accelerates recovery times by replicating configuration data for any number of servers to an alternative Revera data centre. Another feature the team plans to add is CommVault’s SnapProtect technology, which enhances backup and recovery performance for the largest, most demanding virtualised environments. By creating hardware snapshot copies internal to the storage array, this advanced functionality will enable Revera to perform hundreds of virtual machine backups in minutes and create multiple recovery points throughout the day.

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“CommVault’s Path to the Cloud”³.

CommVault VP for Worldwide Product management, Brian Brockway, discusses CommVault’s journey toward creating Cloud-based solutions.



WATCH

Robust storage resource management and reporting gives Revera powerful insight and charge-back capabilities to accurately capture customer usage costs while reducing operating costs and administrative overhead. "With Simpiana software, we've been able to grow across the geography much more seamlessly and use available bandwidth much more efficiently," says Porter. "In that sense, CommVault has given us an impressive ROI."

Overall, CommVault Simpiana software has helped Revera scale its business easily from dozens of customers with a few hundred servers and terabytes of data to hundreds of customers with thousands of servers and multiple petabytes of data—all without a lot of additional support resources and data centre infrastructure. "Simpiana software keeps Revera ahead of the pack and clearly differentiates us in the marketplace," concludes Cockayne. "CommVault' enterprise-class data management foundation will continue to fuel Revera's abilities to customise our managed services as our clients' needs dictate while successfully meeting our long-term, managed services business strategy."

Revera At-a-Glance

Platform/File System

- Microsoft Windows

Applications

vmware

Exchange

Microsoft SQL Server

Partner Hardware

- Netapp
- Dell
- Hitachi

Microsoft Hyper-V

SAP

ORACLE

IBM

To learn more about the full benefits of CommVault Simpiana software and its revolutionary approach to cloud data protection, please visit: www.commvault.com/cloud

Resources

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