This Hosting Services Company provides complete Cloud operations, infrastructure, and services for companies of all sizes and types. Every day, they are entrusted with the support of hundreds of applications, millions of users, and billions of transactions. Their Cloud solution brings together the flexibility, availability, and community of the public Cloud and the security, performance, and controls the enterprise demands.

- **Headquarters**: California, USA
- **Industry**: IT Infrastructure
- **Solution**: Time Navigator

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### HOSTING SERVICES COMPANY
An Atempo Customer Reference Story

“**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 our Hosting Services Company will benefit, which gives us a basis for a true, long-term partnership.**”

John R.
Chief Technology Officer

### SILVER LINING: THE BACKUP BEHIND THE HOSTING SERVICES COMPANY’S CLOUD OPERATIONS

The company 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, the company 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? Time Navigator.

### THE CHALLENGE

When it comes to the client infrastructures housed in the company’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 the company for one of its clients.

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

The Hosting Services Company bundles backup services with all its client offerings, and today is responsible for protecting 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 team determined they needed to bring backup services in house to meet the company’s high standards.

### THE SOLUTION

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

Several characteristics made Time Navigator stand out:

**Pricing model.**

Since the company 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, the company has a consistent, predictable monthly fee, and clear visibility into ongoing costs—even as business rapidly grows.
Throughout the evaluation, it was clear 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 roadmap. 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 Cloud offering.

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

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

THE RESULTS

70 PERCENT COST REDUCTION AND FASTER SETUP AND RESTORES
The company realized significant returns on its Atempo investment. By replacing its online backup solution with in-house backups with Atempo, it reports these benefits:

Immediate and dramatic, cost savings.
The company now spends 70 percent less per gigabyte of data being backed up. Given that it 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, the company can set up new customers more quickly and efficiently. That means clients get services running faster, it 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, the company 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 Time Navigator is fast and efficient, particularly critical since it’s used in all four data centers.

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

“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 F.
Senior Product Manager
Since 1992, Atempo provides business continuity solutions to secure and preserve essential business data for thousands of companies around the world. Our integrated suite of solutions include our market leading data backup and disaster recovery offerings (Time Navigator and Live Navigator) and our innovative archiving solution (Atempo-Digital Archive) which features intuitive retrieval interfaces and supports a broad scope of platforms. Based on high performance data movers our solutions are extremely scalable. The Atempo products are, therefore, suitable for the data protection needs of midsized to petabyte scale businesses and large distributed enterprises.

Atempo is headquartered south of Paris, France, in Les Ulis with operations in Europe, the Americas and Asia; it has a sales and support network of over 100 resellers, partners and Managed Service Providers (MSP) serving our customers worldwide. Learn more at www.atempo.com.