

CUSTOMER PROFILE

Hosted Solutions LLC

Challenges

- Small, midsize, and enterprise clients were seeking cost-effective recovery solutions as their online information assets have increased dramatically.
- Protecting clients' diverse multi-vendor environments with multiple recovery solutions designed for single platforms and lacking automated features was costly and difficult to manage.

Solutions

- EMC RecoverPoint/SE software and appliances
- VMware vCenter Site Recovery Manager software
- EMC CLARiiON CX4 storage
- Implementation and services delivered by International Computerware Inc. (ICI), a global information technology (IT) professional services, business process consulting, data management, solutions deployment, and support firm.

Results

- Hosted Solutions, through their partnership with EMC and ICI, built a best-in-class data protection and recovery solution based on EMC CLARiiON CX4 and RecoverPoint/SE.
- Initial roll-out provides 2 TB of replicated data for financial services software development firm, with the ability to scale to meet their growing data requirements in the Hosted Solutions environment.

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Hosted Solutions LLC is a leading data center operator and managed services company focused on maintaining and protecting customers' mission-critical business applications by delivering infrastructure as a service. The company's offerings range from co-location, managed hosting, and dedicated hardware to managed services such as storage, virtualization, cloud computing, OS management, database administration, and professional services. Based in Raleigh, North Carolina, the company serves more than 800 customers from five SAS 70 Type II-certified best-of-breed data centers in Massachusetts (Boston) and North Carolina (Cary, Charlotte, and Raleigh).

Flexibility as a competitive advantage

The Hosted Solutions offering allows clients the ability to store mission-critical data (such as Oracle, SQL, and Exchange), within VMware® virtualized environments on EMC® CLARiiON® CX-4 systems. The company uses EMC RecoverPoint/SE software to replicate data between CLARiiON CX-4 systems located at two different data centers in Boston and North Carolina. RecoverPoint/SE protects customers against data loss caused by catastrophic events, along with more common occurrences such as viruses and data corruption, as well as software and human errors.

Brian Baker, Vice President, Sales for Hosted Solutions, said, "One of our customers' biggest concerns is disaster recovery. With so much or all of their business online, they want to replicate and recover all of their storage and services at multiple locations, but are not always prepared for the high cost or complexity of doing it on their own. Because of growing demand for online systems to be available 24x7, we're always examining the latest technologies in this area. We determined that EMC's RecoverPoint family would offer the most sophisticated and flexible recovery options to our customers in a single package."

Tom Cornwell, Hosted Solutions' Senior Systems Engineer, said, "RecoverPoint/SE is the only solution I know of that can integrate so many recovery scenarios in a single, easy-to-use solution, making the pain and expense of managing different replication products go away. As a managed services provider, this flexibility is a huge competitive advantage. Our customers see us as trusted advisors who will ask them the right questions to determine and recommend the appropriate scenario. RecoverPoint/SE enhances our ability to execute on our recommendations."

With the RecoverPoint splitter function integrated with the CLARiiON architecture, Hosted Solutions can choose iSCSI or Fibre Channel hosts, allowing them to support a wide range of customer cost and performance profiles.

Integrated recovery of virtualized server environments

Hosted Solutions is using RecoverPoint/SE to leverage more value from its VMware environment. Running VMware ESX Server™ software, Hosted Solutions has consolidated many of their physical servers to virtual machines with the data residing on EMC CLARiiON storage protected by RecoverPoint/SE.

"VMware has given us a standardized way to consolidate our growing server environment, making it easier and less costly to manage," commented Cornwell. "The performance and management features of the VMware solution set always seem to be a step ahead of other offerings and as a result have given us tremendous reliability and flexibility in serving the diverse requirements of our customers."



Hosted**Solutions**

Results (continued)

- ICI implemented a solution with Hosted Solutions that provides near-zero RPO at the local site with seven days worth of snapshots being retained at the remote site.
- Local data protection and remote replication in a single solution allows Hosted Solutions to serve a broad range of disaster recovery environments.
- With combined local and remote data protection and replication, clients use replicated data for backup and testing, increasing the value of the disaster recovery investment.
- Scalability to higher replication loads and additional sites supports customers' increased requirements for availability.
- Integration with virtualized solutions enables Hosted Solutions to support automated, centralized failover and recovery of both physical and virtualized applications.

In addition, RecoverPoint /SE is fully integrated and qualified with VMware Site Recovery Manager software, allowing Hosted Solutions to provide complete failover of both its physical and virtualized environments.

"There is tremendous synergy and integration between the VMware and EMC solutions, which increase the overall performance and availability of our IT infrastructure," noted Cornwell. "By using RecoverPoint/SE and VMware together, we're able to centralize and automate recovery management across our entire enterprise, achieving complete failover without human intervention."

Partnering for disaster recovery

Hosted Solutions has the option of using RecoverPoint/SE to support both continuous remote replication (CRR) for long-distance replication, as well as continuous data protection (CDP) for local replication and the ability to support both with concurrent local and remote replication (CLR) of the same data. Through integration with CLARiiON, RecoverPoint /SE also supports their existing CLARiiON arrays with the CLARiiON-based splitter, protecting their investments and allowing them to provide advanced services with their existing storage infrastructure.

IT professional services firm ICI performed all of the implementation for the Hosted Solutions environment, completed the delivery of the solution, and tested both the local and remote recovery of the customers' data. Jamie Shepard, Executive Vice President of Technology Solutions at ICI, said, "ICI is delighted to have partnered with Hosted Solutions on the design and implementation of the RecoverPoint/SE and CX4 solution for this large financial trading software firm in Boston. We chose Hosted Solutions as a partner based on their ability to build, manage, and host this best-of-breed business continuity and DR solution."

Hosted Solutions has partnered with EMC on several strategic initiatives, including running beta tests with EMC for RecoverPoint and VMware Site Recovery Manager. These tests demonstrated the integration of RecoverPoint/SE and VMware Site Recovery Manager which enables Hosted Solutions to offer automated failover of virtual machines between their data center facilities. By standardizing on EMC platforms and using RecoverPoint for their high-availability, managed service offerings, Hosted Solutions can now offer their customers an unmatched range of protection for their mission-critical systems.

Staying ahead of customer requirements

Hosted Solutions' business strategy is focused on identifying service-level results for clients and serving as a trusted and client-centric advisor from both a business and IT perspective.

"Our partnership with EMC and ICI has helped us stay ahead of customer requirements and adapt our solution set and infrastructure as our customers' needs change," said Brian Baker of Hosted Solutions. "When our customers began demanding SAN solutions, we were able to meet that need very easily. As the demand for virtualization and more sophisticated data management functionality emerged, we were able to wrap those EMC solutions into our offerings and separate ourselves from our competition. Our positive experience with RecoverPoint/SE is only the latest venture with EMC and ICI, extending the value that we provide to customers and protecting their critical business applications."

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