

Parallels® Plesk Control Panel

Customer Success Story

Ensuring the Information Availability: The Principal Aim of an Internet Service Provider

Parallels Plesk Control Panel and Acronis True Image allows Netissime to ensure business continuity and the complete availability of their data to their customers.

The Problem

Netissime has a heterogeneous IT park with dedicated and shared servers with either Windows or Linux platforms as well as old or new hardware. Netissime has several hundreds of shared servers, each hosting from 500 to 600 Websites. The unavailability of those servers or the loss of data might endanger the business of their customers. As a result, they needed to take steps to prevent this from happening.

Netissime was using Plesk Control Panel to manage their dedicated and shared servers. Plesk Control Panel is a comprehensive solution used by major hosting providers worldwide designed to automate Website administration and management tasks. Netissime chose Plesk Control Panel to improve their productivity, reduce their operating costs, and for its flexibility since it can manage shared, dedicated, and virtual servers.

Netissime's customers required a backup and restore solution that was compatible with Plesk Control Panel. Netissime had implemented the Cobian Backup solution but management of this proved to be too labor-intensive for their needs. Moreover, it did not match the backup and hot restoration demands needed to ensure complete availability. Since the functionality was limited, Netissime planned backups at 2 or 3 AM in the morning to avoid catastrophic breakdowns.

Netissime eventually decided to contact the Parallels team to ask for advice on a rapid, reliable and easy-to-use backup and disaster recovery solution that could support their software and hardware issues.

Solution

With Parallels's recommendation, Netissime decided to test and deploy the Acronis backup solutions. Acronis True Image is a recognized backup solution that enables disk image creation, hot restoration and disaster recovery. The Acronis deployment happened seamlessly. The software installation and use did not require any specific skill or technical training. And each problem that occurred was quickly and effectively resolved by Acronis' technical support team. Once the Acronis solutions were installed, Netissime created an image of the servers archived on another server. The backup server is itself saved on a remote server to ensure optimal security.



About Netissime

Founded in 1999, Netissime is a trademark of the ELB Multimedia Group. Netissime is an Internet Service Provider for business and individuals and has offices in France, Spain and North America. Netissime offers a large set of solutions, including: domain name registration, shared hosting, dedicated hosting, and Website promotion. Netissime servers are localized in France in three secure datacenters.

Architecture

- More than 1,000 dedicated and shared servers utilizing Plesk Control Panel
- 70% of servers working with Linux

Challenges

- To restore the server data in just a few minutes to ensure business continuity
- To backup the servers without any service interruption
- To address the backup and restore issues in a complicated IT environment with different systems and Windows and Linux platforms
- To support the entire IT Park containing large options of trademark servers of different old or new models

Acronis Solutions

- Acronis True Image™ Server for Linux
- Acronis True Image™ Enterprise Server
- Acronis Universal Restore

Key Benefits

Acronis enables the backup of running servers and the restoration of these images on different hardwares in just a few minutes. Both functions are the main benefits that help Netissime ensure the data availability and business continuity to customers. "Thanks to Acronis True Image, we were able to plan hot backups of customer servers at any time. Thus, we have the possibility to ensure an optimal security level of their data and a fast universal restoration that can range from 30 minutes to 3 hours in case of computer disaster", explains Dave Elbaze.

IT Administrators from Netissime fully benefit from the administration console that helps them manage the entire backup and restore tasks on the whole network from a central location. "With the administration console, we have an overview of the remote systems status on the entire network that helps reduce our costs while improving the productivity of our IT teams. Automation, planning and task notification functions as well as the backup image integrity check facilitate the daily management and ensure us a complete peace of mind" confirms Elbaze.

The capacity to operate incremental and differential backups helps to optimize storage space, freeing the bandwidth and hardware resources for more strategic tasks. The number of backups to manage was also reduced. Using Acronis with Plesk Control Panel empowered Netissime to ensure a satisfaction rate and increase their rate of customer renewals.

"We took our decision using two types of criteria: the technological qualities of the solution and the soundness of the editor. In a technical point of view, Acronis True Image had many key advantages: the stability of the "disk imaging" technology, the capability to hot restore the server data in few minutes only, the easy backup and restore task management thanks to the administration console and last but not least, the possibility to restore the data on a different material. What's more, the international presence of the Acronis group – partly thanks to Parallels, one of our favorite providers and partners – as well as the availability of a technical support team and the customer care at each step of the project were critical needs. Indeed, we did not want to take any risk with the data of our customers."

— Dave Elbaze, Director, Netissime

Learn more at www.parallels.com/pleskcontrolpanel

Benefits

- Complete hot restoration and backup for optimal availability
- Universal restoration on any server
- Centralized server administration with backup and restore task monitoring including the automatic backup images check
- Easier management by the automation of task planning and notification
- Optimization of the storage space and the server resources



About Acronis®

Acronis is a world leader in providing advanced, scalable storage management and disaster recovery software that helps enterprises safeguard their information and assures the availability, security, integrity and recoverability of their infrastructure. Acronis' patented disk imaging and disk management technology has won broad industry acclaim and numerous awards for excellence in data protection, backup and recovery, system deployment, and server migration for both physical and virtual machine servers.

For more information visit <http://www.acronis.com>.



660 sw 39th street
suite 205
renton, wa 98057
USA
main +1 425 282 6400
fax + 1 425 282 6444

13755 sunrise valley drive
suite 600
herndon, va 20171
USA
main +1 703 815 5670
fax +1 703 815 5675

www.parallels.com