

Parallels® Virtuozzo Containers

Customer Success Story

ProServe utilizes Parallels Virtuozzo Containers to deliver On-Line Backup Solution through Software as a Service (SaaS)

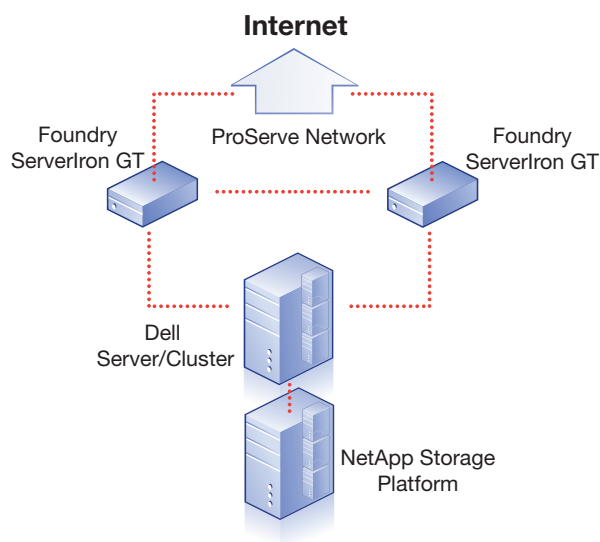
Business Challenge

ProServe offers a wide range of services to businesses and individuals, including bandwidth, co-location space, dedicated servers, storage, backup services, consultancy and hardware.

For their on-line backup service, ProServe required a highly scalable platform that could meet their customer expectations for performance and trouble free operation. From a SaaS provider point of view, it was clear that ProServe required performance, density, isolation capability and ease of use when adding customers. ProServe needed a cost-effective platform that could accommodate as few as from several end-user customers to tens of end-user customers, without having to add more hardware or migrating endlessly to more powerful hardware. ProServe required scalability with options to expand to more powerful hardware, when so desired, and a straightforward process to add users as part of their daily business operations. ProServe needed a system that was designed to consist of just one physical server while ensuring isolation between individual clients.

ProServe's Parallels Virtuozzo Containers Based SaaS Platform

Parallels Virtuozzo Containers provides the virtualization technology for ProServe's Virtual Online Backup Server (VOBS) offering. The base hardware configuration consists of three major components; Foundry's ServerIron family of application delivery and traffic management switches, Dell Power Edge 1950s and NetApp Storage platforms.



ProServe Virtual Online Backup Server (VOBS)



Overview

Location: Netherlands

Type: Hosting Provider, Internet Service Provider

Customer Profile

ProServe, founded in 2000, is one of the top 5 ISPs in the Netherlands offering business and residential customers a wide range of services includes bandwidth, co-location space, dedicated servers, storage, backup services, consultancy and hardware.

Business Situation

ProServe required a powerful, robust platform, with simple installation, configuration, with excellent isolation capabilities for their virtualized on-line backup solution.

Parallels SaaS Solution

Parallels's SaaS platform's automation and virtualization technology provided ProServe with a solution that met all their requirements.

Parallels Virtuozzo Containers delivered high application density to contain costs, while making customer adds a simple process and effectively isolating tasks between customers for worry free operation.

ProServe's VOBS offering is quite flexible, with many software capabilities and services. It includes the following functionalities:

- Backup Storage from 1GB up to 250GB
- Flexible backup schedules from days, weeks, months and years
- Modules for Microsoft Exchange/SQL, Lotus Domino, Oracle, MySQL and others
- Support for Encryption Algorithms
- Platform support for Windows, Redhat Linux, Mac OS X, NetWare and UNIX versions

Solution and Implementation

In 2006, ProServe started offering real-time incremental backup in response to fulfill customer demand for security and protection from on-premises disasters like fire.

At that time, the Ahsay backup utility was employed to provide back up for client (desktop) machines as virtual on-line backup versus the customer doing PC backup, going to tape backup, etc. The back up servers utilized NetApp as the Storage Environment, while the application Virtuozzo server moves data to the NetApp server.

The delivery model utilized is the typical configuration where the client's file server is on the customer premises, while the Ahsay Server is on a UPS, working in unison with the NetApp Servers, both servers being at ProServe's facility.

ProServe had first started with a non-virtualized system, trying from 25-30 users and the performance was not satisfactory. Before utilizing Parallels Virtuozzo Containers on the Application server, the server performance could sometimes be degraded by a single backup job (and if the backup job was intense, it would affect other customers).

Results

Using Parallels Virtuozzo Containers, ProServe was able to quickly deliver an on-line backup solution with the performance, cost-efficiency, scalability and isolation that was required for the VOBS On-Line Backup Service SaaS offering.

- **Density:** ProServe can effectively operate up to 50-60 virtualized containers on one server with Parallels Virtuozzo Containers.
- **Manageability:** To add a new Virtualized Container (end-user) it's a matter of 1 command line and less than 5 minutes time.
- **Performance:** The performance with Virtuozzo Containers is 2X that of the previous platform configuration.
- **Isolation:** In addition and equally important, any particular on-line backup task was now isolated properly from the other backup tasks. Now one customer's back up task would not affect any other tasks when operated concurrently.

With Parallels Virtuozzo Containers, ProServe achieved the performance and isolation required for complete customer satisfaction.

Learn more at: www.parallels.com/saas

Referenced Hardware

Application: Ahsay On-line Backup

Platforms: Dell Power Edge 1950
Rack Servers

Disk Array: NetApp Server

Speed: 2.0+ GHz

Memory: 8GB RAM

Software: Parallels Virtuozzo Containers

Why Virtuozzo?

"Parallels Virtuozzo Containers clearly delivered the performance and isolation we needed, helping us attain a 2X improvement in performance and confidence of no interaction between users backup tasks".

— Gerben van der Veen,
Director, ProServe

For More Information

[Parallels Virtuozzo Containers Documentation](#)

To view the online documentation for Virtuozzo, visit the Parallels web site:

<http://www.parallels.com/virtuozzo>

Contact Parallels

For more information about Parallels products and services, call Parallels sales at +1 703 995 4102. Outside the United States and Canada, please contact your local Parallels sales office.

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