

Parallels® Virtuozzo Containers

Customer Success Story

Web Conferencing Solution delivered as Software as a Service (SaaS) on Virtualized Platform

Struktur AG delivers their spread.com “Global Conference Room” solution on a Parallels Virtuozzo Containers based platform for less dependency on hardware.

Business Challenge

Struktur AG provides a “Global Conference Room” solution through www.spread.com which is a highly reliable Web 2.0, multi-tenant application. Keeping the use of spread simple, intuitive and responsive is key to Struktur’s ongoing success with the global user base.

For Struktur AG as a software manufacturer and vendor, there was a growing dissatisfaction when it came to deploying a traditional solution completely based on physical systems. “The problem associated with hardware dependency and of diverse customer infrastructures were like a red thread in our whole operation infrastructure”, explains Niels Mache, Chairman of the Board and CEO of Struktur AG.

The challenge for Struktur had started with the software development and the related installation tests on all different OS versions and application levels. Enormous development capacities had been dedicated to compatibility tests and have been reiterated for each new product version or OS base. The same applied to the OS and hardware configurations as well as to the support of *individual problems* caused by *individual hardware drivers*.

“Costs were ranging from working time which was not optimally used up to reinforced training measures outside of the core competencies”, adds Mache.

Struktur’s SaaS Platform

To users, spread can be accessed through their web browsers on platforms such as PCs, Macs and with Linux/Solaris platforms. In addition to spread, built-in VoIP functions or a traditional telephone can be used for audio conferencing during meetings. Telephone conferencing is fully integrated within spread Web 2.0 Meetings as well.

As with other SaaS applications, Struktur’s SaaS platform deploying spread provides the following key end users benefits:

- **Rapid deployment** – Parallels automation tools allow customers to setup spread in a simple 1, 2, 3 process; Copy, Unpack and Import using Parallels Virtuozzo Containers templates!
- **Reduced maintenance** – Less dependency on hardware and software along with Parallels Virtuozzo Containers’s maintenance tools keeps spread operating efficiently.
- **Hardware Independence** – Whether the hardware is supplied by Struktur or by their customers, an exact configuration (hardware and software versions) is not required for each deployment of spread to operate satisfactorily.
- **No capital expenditures for Users** – Like other SaaS applications from the user perspective, Struktur’s solution just requires a web browser. Spread charges a monthly fee based on the usage required by an organization or individual.
- **Secure and reliable** – The Struktur platform can be located in a highly secure data-center with nightly server backups, multi-homed network connections, and power backup.

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Overview

- **Location:** Stuttgart, Germany
- **Type:** Software Manufacturer, Software Vendor and Consulting firm

Customer Profile

Struktur AG, founded in 2000, is a software company with headquarters in Stuttgart. More than 3,000 customers are creating more efficient business processes by using Struktur’s innovative software.

Business Situation

Struktur required a hardware independent platform, with simple installation, configuration and maintenance for deployment of their spread.com web communication solution.

The logo for spread.com, featuring a green square icon to the left of the word "spread" in a bold, lowercase, sans-serif font.

Parallels Solution

Parallels’s SaaS platform provided automation and virtualization technology for Struktur’s solution, meeting all their requirements for performance, manageability and reliability.

Parallels Virtuozzo Containers was key to successfully deploying their multi-tenant spread conferencing application as a SaaS offering on either Struktur’s hardware or their customers.

Solution and Implementation

Speed needed to deploy and operate on a platform that featured high performance and high reliability, easy maintenance, and hardware independence. Struktur's success depends upon rapid deployment, uptime, and cost containment of their application. Speed could be deployed in two ways; either their customer supplied their own hardware or it was supplied completely by Struktur as a Virtual Appliance. This methodology of deployment being the case, Struktur's goal was to keep the focus on their product, not on complex installation, configuration and maintenance that could otherwise create dissatisfaction issues with their customers.

At first, Struktur tried to address their challenge by using a physical server configured as a ready to plug-in and go appliance. However, the customer acceptance was mixed, as many of Struktur AG customers have supply contracts with server vendors or their distributors in combination with unified support and maintenance. Therefore, absolute hardware independency and server vendor independency was the number 1 requirement for them. In the final analysis, they found that a Parallels Virtuozzo Containers based platform was the only solution that would satisfy their requirements and create a compelling platform for their customers.

"For us, there is no alternative to Parallels Virtuozzo Containers! We were looking for a reliable, high performance and easily manageable solution, in short, a better foundation for our Web communication solution speed to offer maximum advantages to our customers. The combination of the virtual appliance with Virtuozzo leads to a hardware independent platform without performance losses on the physical side which essentially simplifies installation, configuration and maintenance. Utilizing Parallels Virtuozzo Containers represents a significant improvement to our whole operations", explains Niels Mache.

Results

The change in strategy from utilizing and tracking various physical hardware and software versions to deploying their SaaS offering based on a stable and secure Parallels Virtuozzo Containers platform represented a significant improvement to Struktur's operations and improved customer satisfaction. Virtuozzo provided a virtual environment for the multi-tenant speed application with sufficient performance to enable up to 1000 users (tenants) operating up to 1,000 conferences for a total of 10,000 participants. The Virtuozzo management tools are linked with SWsoft e-commerce and ordering solutions to provide a fully automated provisioning and billing architecture.

"Using our virtual appliance, a customer can deploy speed very rapidly! The customer does not have to care for the base operating system with its respective patches and updates or for hardware selection or for providing other additional programs – they just need a base system operated by Parallels Virtuozzo Containers and can immediately start!" says Niels Mache, Chairman of the Board and CEO of Struktur AG

Learn More on How to Offer SaaS Solutions at: www.parallels.com/saas

Recommended Hardware

- **Application:** speed
- **Kernel:** Linux 2.6
- **Processors:** 4 CPUs -64bit, Intel Core2Duo/Xeon or AMD Opteron
- **Speed:** 2.0+ GHz
- **Memory:** 8GB RAM
- **IP Bandwidth:** 10 Mbit/s to 4 Gbit/s per server
- **Storage:** 400 GB HD (RAID protected)

Why Parallels Virtuozzo Containers for SaaS?

"Parallels Virtuozzo Containers architecture for us clearly represents the ideal solution available on the market".

– Niels Mache,
Chairman of the Board and CEO,
Struktur AG

For More Information

Parallels Virtuozzo Containers Documentation

To view the online documentation for Parallels Virtuozzo Containers, 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.

Contact Struktur, AG

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