Rely

Rely underpins cloud service with Micro Focus® VM Explorer, safeguarding customers with ultrafast VM backup.

Overview

Rely is a 60-person IT company located in the Netherlands. It provides application management, on-site system engineering, and hosting support, among other services. Rely has its own private cloud infrastructure that hosts VMware virtual machines (VMs) for 35 of its customers.

Challenge

Rapid Restoration

Rely hosts more than 50 VMs, which its customers use for application development and testing; run public web servers, office applications, file and domain services, and database servers. It is critical that Rely limits any downtime, especially for customers that use their VMs to offer online mortgage services and other financial applications. If a VM goes down for any reason, Rely must be able to restore it within minutes, not hours.

> **"The process of scheduling a backup or restoring a VM using VM Explorer is literally a few clicks."**
>
> **MARCO KRABBE**
> Purchasing and Sales Manager
> Rely

Although it has a second "failover" data center, the ability to recover VMs from local backups remains an important part of Rely's service. "There is still a need for quick backups, because you can have a fault in your geo-redundant cluster," says Purchasing and Sales Manager Marco Krabbe.

Solution

Saves Time

Rely reviewed a range of VM backup products, looking for one that was easy to use and affordable, and would enable it to schedule complete VM backups for disaster recovery purposes. It identified several options, some of which were very complicated and took much longer to configure than Micro Focus VM Explorer. Another less desirable approach, using scripts to manage VM backups, would have required Rely to manually create backups and check that processes were running correctly.

In contrast, VM Explorer allowed Rely to schedule automatic backups directly via an easy-to-use web interface. The company can schedule backups to run once a week or daily, depending on the customer's preference. "We can build a complete backup platform in hours instead of days," Krabbe says.

At a Glance

■ **Industry**
Software & Technology

■ **Location**
Netherlands

■ **Challenge**
Find a fast, affordable, and easy-to-use backup solution to protect customer data.

■ **Products and Services**
VM Explorer

■ **Results**
+ Provides flexible recovery options, improving speed and quality of Rely's service
+ Restores virtual machines in minutes, not hours, helping Rely stay competitive and keep its business operating
+ More economical than key competing products
+ Easy to use, reducing need for additional training costs and time

VM Explorer's automatic backup verification capability gives Rely peace of mind by automatically testing the integrity of backups and generating a report to confirm that backups can be restored.

Results

Simple to Use
Krabbe says the VM Explorer interface is particularly intuitive. "We could start immediately after purchasing the product," he says. "The process of scheduling a backup or restoring a VM is literally a few clicks."

Restoring VMs is also much simpler than before. "Right-click and it's restored," says Krabbe. "It's very easy to do."

Flexible and Reliable
Krabbe points to VM Explorer's flexibility as another advantage. Rely can restore a VM directly from attached storage. The company can also restore VMs to the same host, or to another host in its VMware cluster.

In one case, a customer lost emails after synchronizing an empty Outlook account on a new laptop with an Exchange database. Rely was able to restore a domain controller and Exchange server—including a 1.7 TB database—to an alternate drive, making it possible to extract the customer's email files.

Rely also restored a customer's data from a Linux server to a different host, so the customer could analyze it after a cyber-attack. Krabbe recalls that restoring the servers was easy; his team simply instructed VM Explorer to restore to another VMware host. Using VM Explorer in combination with VMware, Rely can disable, enable, or power-on a VM after restoring it.

The company is also using VM Explorer at some customer sites where there is a single hypervisor and fewer than four guests. The data is backed up to a network attached storage (NAS) device, providing an additional option for disaster recovery.

Highly Compatible and Affordable
VM Explorer software can be installed within a minute. Its lightweight design and small footprint (only about 35 MB in size) eliminate the need for high-end, expensive hardware. VM Explorer can perform backups to a range of storage environments and hardware, including to the cloud by using Amazon S3 or OpenStack Swift storage; to network-attached storage, a storage area network, or a local machine; and to ESX, Linux, and FreeBSD systems. The software even keeps track of any changes to the source VM and replicates those changes on the new host, keeping everything in sync.

VM Explorer can also backup Microsoft Hyper-V VMs, making it a good choice for companies that run a mix of virtualization hypervisors or want the option of doing so in the future.

Price was another factor in Rely's decision to choose Micro Focus's VM backup software. "VM Explorer was the most affordable and most capable product available for doing VM backups—the way we like to do it," Krabbe says.

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