



Creating the First Virtual Appliance for Backup and Recovery in the Cloud

Using the SUSE® Appliance Program from Novell, Zmanda developed the Zmanda Backup Appliance, a pre-configured virtual backup server powered by SUSE Linux Enterprise. It runs on any VMware* infrastructure, simplifies storage to any local disk or tape, and is the first virtual appliance that can back up to a public or private cloud.

Overview

Zmanda is a leading provider of open source backup and recovery software delivering high-quality software at a lower cost. The company's simple-to-use, yet feature-rich backup software is complemented by the top-notch services and support expected by Zmanda's enterprise customers.

Challenge

Zmanda always looks for ways to provide clients with added value to reduce the complexity in storage systems. "Backup solutions touch many areas across the IT environment," said Chander Kant, CEO and founder of Zmanda. "This means there are a lot of dependencies, each of which can introduce problems in the installation and configuration process. Just determining the root cause of a problem can be very time-consuming, causing major hassles for us, and for the end user. That's exactly the problem we set out to solve."

Zmanda knew it could resolve these challenges by creating software appliances—self-contained sets of software and purpose-built operating systems that simplify installation, configuration and maintenance. However, it wanted an automated and easy way to create appliances. It also needed a method that would provide businesses and government organizations with the flexibility to save data both locally and to a storage cloud.

Solution

Zmanda was an early proponent of the SUSE Appliance Program from Novell, which provides technology, support and go-to-market resources for independent software vendors (ISVs) looking to build fully supported and easy-to-manage software solutions. By leveraging SUSE Linux Enterprise JeOS (Just enough Operating System), Zmanda was able to create the Zmanda Backup Appliance, a preconfigured,

Novell Business Partner:



■ Name of Company:

Zmanda

■ Industry:

Backup and recovery software

■ Location:

United States

■ Products and Services:

SUSE Appliance Program

SUSE Linux Enterprise

SUSE Studio

■ Results:

- Reduce appliance build time by 75 percent
- Capitalize on new market opportunities
- Improve support capabilities
- Cut labor costs

“With the SUSE Appliance Program, we can reduce labor costs and focus on finding new ways to back up vital data of our customers.”

Chander Kant

CEO
Zmanda



“SUSE Linux Enterprise gives us a supported version of Linux, providing our end users with the confidence that our platform is backed by a reputable company such as Novell.”

Chander Kant
CEO
Zmanda

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virtual backup server powered by SUSE Linux Enterprise that can be used to back up to a local disk or to a storage cloud.

“Backup servers are critical to any IT infrastructure,” said Kant. “SUSE Linux Enterprise gives us a supported version of Linux*, providing our end users with the confidence that our platform is backed by a reputable company. Novell has deep technical resources we can leverage. Having the ability to create a fully supported backup server in the form of an appliance provides us with a huge competitive strength.”

Zmanda has already seen success with the Zmanda Backup Appliance. Customers have deployed it quickly and successfully in their environments. It is also a vehicle for live demos to prospective clients. “It’s been a very good experience,” said Kant. “We’ve delivered a highly reliable product that customers can evaluate in their own environment quickly and then continue to use in production after the trial period is over.”

Results

By participating in the SUSE Appliance Program, Zmanda can quickly deliver highly reliable, maintenance-free products. “The SUSE Appliance Program allows us to build an appliance with a strong interface and functionality in a fraction of the time it would take to hand craft,” said Kant. “We can create an appliance in one week instead of four. Product testing is also vastly improved.

If our QA team in India discovers a bug, they create a snapshot of the appliance and ship it back to our development team in California so we can quickly reproduce it and resolve the issue.”

In the future, Zmanda plans to leverage SUSE Studio™, a free Web-based tool that builds complete software appliances in minutes—allowing company developers and engineers to focus on more value-added activities. “With SUSE Studio we can reduce labor costs and focus on finding new ways to make our customers more successful,” said Kant. “Instead of getting bogged down in the minutia of installation issues, we’re putting more resources into development activities.”

Participating in the program has also impacted Zmanda’s support strategy. “If a customer encounters a performance issue, they can simply create a snapshot of the appliance that we can run in VMware to see what the problem is, without having to ask several questions to try and find out the root cause.”

Creating appliances also opens up new markets for Zmanda. “Appliances are much easier for third parties to sell and support,” said Kant. “Distributors don’t have to be experts in installing and configuring our products. We’re now working with Novell to build new third-party distribution channels that will deliver Zmanda backup appliances on our behalf.”



For More Information

To read more about the SUSE Appliance Program, visit: www.novell.com/appliance

Contact your local Novell® Solutions Provider, or call Novell at:

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