



Case Study

Innotas Ensures Business Continuity With OpSource Disaster Recovery for SaaS

"As a SaaS provider, having a rock solid disaster recovery solution has become a competitive necessity. In fact, at this point we view disaster recovery as 'table stakes' for SaaS vendors – you have to have it just to play. And SaaS vendors need more than just a hard drive in some remote data center – disaster recovery for us takes a full understanding of SaaS fundamentals and that includes having the resources to resume SaaS operations without delay. OpSource brings us the unique skills that come from a commitment to SaaS, and that helps us meet our customer demands and protect our business interests."

— Demian Entrekin
Chief Technology Officer,
Innotas

On-Demand Company

Innotas provides enterprise-class, on-demand Project Portfolio Management (PPM) solutions designed to meet the unique needs of information technology (IT) organizations. As an on-demand business, Innotas delivers rapid implementation of PPM capabilities, enabling IT teams to manage their entire project portfolio and all their project resources in one place. By consolidating project data with Innotas, IT organizations can select the right mix of projects and make sure that all IT resources are set up to succeed.

Innotas Requirement

Innotas customers demand a disaster recovery solution that ensures site failover and rapid resumption of application services. Therefore, Innotas needed a partner that understood the world of software-as-a-service (SaaS), and found the ideal disaster recovery partner in OpSource.

IT teams juggle multiple projects, and have participants spread across broad geographical locations. Using the SaaS model, Innotas PPM allows project teams to coordinate their efforts based on a common action plan regardless of physical location—accelerating time-to-delivery, increasing quality, and reducing cost. It is a business-critical solution and, as such, requires Innotas to protect customer data from potential damage or loss in the event of a disaster.

Complete Solution

OpSource provides Innotas with full disaster recovery services, including a robust failover infrastructure, system monitoring,

Customer Profile



Innotas
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Industry
Enterprise Project Portfolio Management

OpSource Solution

- Disaster Recovery

Key Benefits

- Achieve seamless business failover and resumption of on-demand services in minutes rather than days
- Gain added value of round-the-clock system monitoring, scalability testing, and expert technical support
- Provide disaster recovery validation to satisfy customer audits
- Maximize the cost-efficiency and reduce the staff commitment for disaster recovery
- Protect valuable revenue streams and maintain high levels of customer satisfaction
- Accelerate time to solution delivery, mitigating risk and protecting customer assets

scalability testing, and technical support. In its state-of-the-art SaaS facility, OpSource maintains a ready-to-run standby environment for Innotas, fully configured with the most current Innotas software and customer databases, which are continually updated around the clock to be 100 percent ready if ever needed.

As an on-demand company, Innotas understands SaaS and has built its own infrastructure to deliver the Innotas PPM solution. After years of relying on its own development site as a backup facility, the company found an increasing number of its customers were demanding a more formal disaster recovery solution that provided remote protection and assured fast

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Complete Solution (continued)

recoverability. As Innotas explored the market for a SaaS disaster recovery solution, the company found OpSource to be the clear leader in SaaS delivery, so it was natural that Innotas selected OpSource to provide disaster recovery for its SaaS solution.

Demian Entrekin, Chief Technology Officer at Innotas, explains, "Since we understand what it takes to deliver a SaaS solution, we wanted more than just some shelf space in a data center for backup, which is what you get from a typical hosting company. We needed a company that could take over delivery of our on-demand solution and minimize any disruption to our customers. OpSource is unique in that it provides everything we need to not only recover our data, but to resume full SaaS operations in a matter of hours or even minutes, rather than the days it would have taken before."

Today, every 10 minutes, Innotas performs incremental backups of its database to the remote, standby SaaS environment provided by OpSource. This ensures that, at a moment's notice, Innotas could failover its operations to OpSource with minimal impact on its PPM customers.

"OpSource has a full staff managing our disaster recovery environment 24 x 7," notes Entrekin. "This is not something you normally see, but it's the difference of working with a company like OpSource that's fully immersed in the SaaS world. It gives me a lot of confidence that if we lost our production data center, all we'd have to do is make a phone call and OpSource could have us back up and running in minutes. We basically just flip a switch and we're back in business running at OpSource."

Many of Innotas' customers assume the right to audit the company's disaster recovery solution. This is a trend that businesses of all kinds will ultimately face, and Innotas is already out in front.

"We believe we now have a disaster recovery solution that would pass anybody's test," asserts Entrekin. "Simply having a 'plan' is not sufficient any more; customers want to see a viable, auditable solution. After all, they're entrusting us with some of their most critical business information and services. With OpSource, we're able to perform regular tests to simulate a failover and prove the viability of our solution. We also have a documented strategy for rapidly scaling up our application in case of a real emergency, providing our customers with the assurances they demand. Because OpSource is totally focused on SaaS, they have the insights and resources to understand the nuances of our disaster recovery needs. They were able to take a serious business issue off our plate, so we can focus all our resources on enhancing our application and improving the services we offer our customers."

Why OpSource?

Innotas needed a comprehensive disaster recovery solution to protect the information assets of its on-demand customers, as well as ensure business continuance to maintain its own business health. As an on-demand company, Innotas was looking for more than just a backup computer system—it was looking for a committed disaster recovery partner that understood SaaS and the unique requirements of delivering an on-demand solution. Innotas recognized OpSource as the leader in SaaS delivery, with the infrastructure—and most important, the services—to assure rapid disaster recovery and full resumption of Innotas' on-demand application, thus minimizing any impact on the company's customers. Innotas was particularly attracted to OpSource because of its 100 percent focus on the SaaS business model—that the entire company is built on a foundation of making its on-demand customers successful and integrally linking this to its own business success.

About OpSource

OpSource™, the SaaS delivery experts, is focused on providing the operational infrastructure and ongoing services that enable software companies, On-Demand businesses, and Web applications providers to deliver and maintain the highest quality Web-based solutions. By choosing OpSource as a SaaS partner, OpSource customers are freed from infrastructure management and can focus on improving applications and acquiring new customers. The OpSource On-Demand™ infrastructure enables businesses to deploy SaaS and Web-based applications quickly, cost effectively, securely, and with high-quality standards. Companies at any stage in the application lifecycle, delivering any type of application, can benefit from our comprehensive services and expertise. OpSource is the only company to offer Success-Based Pricing™, a unit-based pricing model that allows businesses to begin with a modest minimum commitment and their expenses scale only when their revenue increases.

For more information about OpSource, visit www.opsources.net.



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