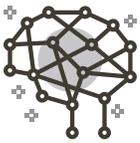




**BRITEVAULT**

Case Study

## Why Managed Services Provider CIO Systems of Silicon Valley switched from hosting their clients' workloads on VMware to briteVAULT



### The Daunting Business Challenge

Mike Gill, Founder and CEO of CIO Systems, was faced with a difficult decision: should CIO Systems keep running their VMware private cloud, or should he outsource? Faced with the impending renewal of his high-end data center contracts, hardware and software support agreements, and expensive maintenance and upgrades to his SAN and Dell server nodes, Mike needed a solid solution. Could an outsourced provider deliver the reliability and performance his clients have come to expect from their cloud servers? Would that provider be readily available, day or night, when CIO Systems needed them most? The stakes were high.



### Enter briteVAULT

As part of his due diligence, Mike decided to get quotes from Microsoft Azure, Amazon Web Services, and briteVAULT. briteVAULT was referred to Mike by his highly trusted Cisco certified network and security services provider Netravine. Immediately impressed with briteVAULT's high-powered and highly redundant architecture, Mike decided to go deep and get into the weeds. All-NVMe multi-chassis fault-tolerant storage: WOW. Intel's fastest Xeon processors: WOW. 25gb inter-node connectivity: WOW [Editor's note: CIO Systems has since received a free upgrade to 100gb inter-node connectivity: DOUBLE WOW!]. And the crown jewel: continuous replication of all production workloads to completely separate all-NVMe standby compute and storage nodes. These nodes have sufficient capacity to run the entire client set in the event of a major disaster. And on top of all of that, they provide powerful protection against data corruption like ransomware. Each production VM has 24 hourly snapshots stored on the replica hosts and any VM can be booted to any of those points in time. Once Mike saw the pricing, he was hooked. briteVAULT delivers all of this for less than he was going to pay with Azure or Amazon for their basic VMs and general purpose SSD storage!



## The Migration

All of this amazing horsepower and architecture would mean squat if the workloads couldn't be skillfully migrated. Minimal downtime, minimal reconfiguration – was Mike requiring too much? Not at all – that's how it should be. Could Veeam be relied on to get the job done? Nope. briteVAULT has deep expertise in Veeam, having it deployed in production for over 10 years and Veeam is amazing at backup; not at migration. Thankfully, briteVAULT knew the undisputed industry leader in cross-cloud migration: Zerto. briteVAULT purchased the Zerto licenses, deployed the Zerto replication architecture for CIO Systems, and got the initial replication setup and running. Mike, demanding the best for his clients, required successful migration tests before the big weekend. There were some special challenges briteVAULT helped overcome with some legacy VMs. A 2003 Windows Server wouldn't boot. briteVAULT fixed that with a registry change. An older Linux VM running CentOS 7 also wouldn't boot. briteVAULT fixed that with booting to the install ISO and going through a special set of commands. With everything sorted out, documented, and teed-up, it was time for the big move. "I was NERVOUS!!" said Mike. "This better work!" And it did! The hard work, coordination, and diligence in performing test-migrations of every VM paid off in spades. SUCCESS!!

## A Year Later

*"Fantastic – Absolutely Fantastic!"* exclaims Mike Gill today, when asked about his experience with briteVAULT over the last year. His favorite part? *"The replicas!"*, referring to how all of his customer VMs are replicated and stored on the standby hosts. He's had to rely on the replicas numerous times and they've performed flawlessly. For example, in performing maintenance on a client's Exchange server, something went awry and the databases wouldn't mount. CIO Systems reached out to briteVAULT and they immediately jumped in to help out. *"We ascertained from the CIO tech about what time the database corruption occurred, and then booted the replica from the snapshot prior to that time,"* explained Ryon. *"We left the production VM running but disconnected its NIC, then connected the replica to the production network."* CIO logged into the recovered VM and confirmed everything was mounted and happy! *"I was over the moon!"* praised Mike. *"I know how long it can take to try and restore an Exchange database from backup, so being able to get back in business in mere minutes was incredible!"*

## Take The Next Steps

Your business has its own set of challenges, but just like with CIO Systems, briteVAULT can empower you to overcome them. [Contact us](#) today to help you explore how briteVAULT can take your MSP practice to the next level.



## About Cio Systems of Silicon Valley

CIO Systems was founded in 2003 by Mike Gill and John Gallagher, launching their MSP practice in a partnership with Startup Resources. Entrepreneur Linda Kellogg and her company provided accounting, HR and admin services to over 100 start-ups during the dot-com boom of the late 90's and early 2000's. After failing to find the right MSP for their clients, they found success with CIO Systems. Since then CIO Systems of Silicon Valley has been involved in countless successful IT projects. They've been referred by current and former clients due to their knowledge, responsiveness, and delivery of a vast array of complex IT projects.