# EVEO

## About the Client: EVEO

EVEO is a technology company that provides private cloud infrastructure solutions for the most varied segments. It has a complete portfolio of products with dedicated and virtual servers, private clouds, and virtual data centers (SDDC), among others.

The Company stood out from the beginning, always remaining among Brazil's ten largest private cloud infrastructure companies. Currently, EVEO supports what would be the brain of organizations, serving as a structure for the most varied technologies, such as virtualization systems, databases as services, file storage, and corporate email, among others.

## Business / Technology Challenge: Backup and Recovery for OpenStack

EVEO operates with around 17 Compute Nodes and over 500 Virtual Machines (VMs) within their OpenStack environment. However, they encountered several critical challenges with their previous backup and recovery software:

- **Security Concerns:** The EVEO's previous backup solution was invasive and required direct access to EVEO's OpenStack controllers and computers, granting full access to the environment. This approach did not align with local governance rules and raised security concerns.

- **Lack of Product Knowledge:** Furthermore, the presales team had minimal familiarity with their solution, and whenever issues arose, they had to involve the development team. This lack of knowledge created the impression of operating on a perpetual beta version with tests in a live environment.

- **Backup and integration issues:** The previous OpenStack backup vendor had a non-existent customer service team, making it difficult for EVEO to resolve issues and receive support.

- **Costs:** The previous tool was also deemed too expensive for EVEO's budget constraints.

> EVEO tested and used multiple backup vendors, and we express regret that they didn't discover Storware earlier. Storware's solution would have saved us both trouble and money. Storware's reliability, competitive pricing, and a dedicated team make it the ideal choice for anyone seeking a dependable and cost-effective backup solution for OpenStack.

**Mario Fedato,**
IT Director at EVEO

## storware

## The Storware Solution

After extensive and demanding testing, EVEO addresses its OpenStack backup and recovery challenges by implementing the Storware solution. Here's how Storware's software helps EVEO overcome these problems:

• **Agentless and security-oriented:** Storware offers a non-invasive backup solution that doesn't require direct access to EVEO's environment, ensuring adherence to local governance rules.

• **Top-Notch Support:** Storware provided exceptional support during implementation. The team was available 24/7, demonstrating their commitment to EVEO's success. Their support coverage is global, and they relentlessly ensure the tool is fully provisioned and functioning properly.

• **Strong Relationship and Accessibility:** Storware maintains close relationships with EVEO through dedicated teams, customer service, and accessible directors. This commitment to client success is highly appreciated.

• **Competitive Pricing:** Storware offers a competitive pricing model that aligns with EVEO's financial requirements.

## EVEO highlights:

EVEO expresses great satisfaction with the Storware Backup and Recovery solution, highlighting several key factors:

• **EReliability:** Since deploying Storware's solution, EVEO has experienced no issues in the one year that followed. The reliability of the tool is a significant benefit.

• **Outstanding Responsiveness:** EVEO commends Storware's support team and the entire group that manages their partnership, describing them as amazing.

• **Easy to Use and Automate:** They find the client portal (dashboard) easy to use for configuring, adding/removing, and restoring VMs. The portal is simple and highly interactive.

In summary, EVEO's successful implementation of Storware Backup and Recovery for their OpenStack environment resolves their previous challenges and establishes a strong partnership for the future. The reliability, competitive pricing, and exceptional support provided by Storware make it an indispensable part of EVEO's operations.