



Kanatek Nuage

Canada's Premier Cloud Storage and Integrated Data Management Solution

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Founded in 1987, PIKA Technologies designs and manufactures award-winning telephony-enabling technology that delivers maximum value and solution performance for its customers. With 28 years of experience catering to a growing international communications market, PIKA needed a storage system that would increase the level of protection of their valuable data from any unforeseen disaster. They turned to Kanatek for a reliable, innovative solution that matched their value for high standards.

THE CHALLENGE

Historically, PIKA had been backing up their user data and server information with standard tape backup. These tapes were stored locally and were regularly moved to an off-site location. This method worked, but it was certainly not the most secure or most efficient way to maintain data integrity—nor did it provide full data protection. Tape backup left room for human error, an ever-growing concern for businesses of all sizes. (PC World estimates that up to 75% of data loss may in fact be due to human error.¹) As an additional challenge, manual intervention was required for PIKA's tape backups, which meant someone needed to be present, in some cases overnight, to change tapes or to confirm that critical data was in fact being backed up. And if a major storm brought a loss of power, PIKA were always fearful that the ripple effect of systems outage for hours or even days could seriously affect day-to-day business and PIKA's global reputation.

"Even if the tapes were to be retrieved, there was still the possibility that they'd been damaged," explained Wojciech Tryc, PIKA's CTO. "Not a good scenario to find yourself in when you've just experienced a disruption in service."

EXPLORING THE CLOUD OPTION

PIKA had many reasons to look to the cloud to solve their tape backup issues, but security, privacy and cost were at the top of the list. For PIKA cloud storage was much more cost-effective than buying hardware and managing storage internally.

With so many cloud options available in the market, PIKA had to choose the provider and the solution that matched their particular needs. PIKA first narrowed the field by looking at Canadian providers vs. American providers. A Canadian company working with a US cloud backup had the potential to be a logistical nightmare. Trying to navigate the constantly evolving US software laws can be extremely tricky, and more importantly, with the US Patriot Act, data privacy could be compromised. This was an issue for PIKA, as it would be for many Canadian organizations, especially those dealing with sensitive data.

Tax was another major factor. The tax implications of a Canadian enterprise using a US based cloud complicates the cost equation and often results in a great deal of hidden expense.

1. www.pcworld.com/article/129736/article.html%20

The Decision to Choose Kanatek Nuage

After a great deal of research into data storage providers, PIKA was drawn to Canadian-based Kanatek because of their years of experience in delivering enterprise data management and backup solutions. Out of Kanatek's various data storage and backup options, Kanatek Nuage provided the best fit for PIKA.

"The Nuage agentless solution, in our view, dramatically enhanced security as it removed vulnerable points of attack that are often associated with agent-based architectures."

– Wojciech Tryc, CTO, PIKA Technologies

A key factor driving PIKA's decision was Nuage's agentless architecture. "Agentless deployment was a major factor for us," Wojciech confirmed. "The Nuage agentless solution eliminated all open ports on the PIKA firewall and, in our view, this dramatically enhanced security as it removed vulnerable points of attack that are often associated with agent-based architectures."

In addition to security, PIKA looked to Kanatek Nuage because of its file versioning approach. Many cloud storage vendors only back up the latest version, but with Nuage a user who has made a number of changes over time can easily go back to any version of the file they want, no matter when it was originally saved.

Nuage's per terabyte backup management approach was also an important consideration in the decision process. It meant that the number of servers in use had no effect in determining the overall price of backup. This proved to be a major differentiator that ended up delivering significant savings for PIKA.

Additionally, when it came time for Nuage to be installed, the transition to cloud didn't impede PIKA's day-to-day operations, enabling them to carry on their business without interruption.

"Everything is done to minimize the impact on the customer. It's all about making the customer experience a positive one."

– Darryl Levesque, Director Technology Solutions, Kanatek

"That's where Kanatek's experience and knowledge of backup over the last 33 years comes into play," explained Darryl Levesque, Director, Technology Solutions at Kanatek. "We know that we have to stagger backups, and look at when various machines need to perform certain backups. We work with the client to accommodate their needs and make sure they are 100% satisfied with our service and solution."

"Everything is done to minimize the impact on the customer," Darryl added. "It's all about making the customer experience a positive one."

THE FUTURE

With Nuage implemented quickly and effectively and with no down time, PIKA faces the future with confidence. Its data can now be accessed on a moment's notice, securely, in case of disaster or for any other reason. This has freed up internal resources, allowing staff previously allocated to manage and administrate storage backup to focus on more strategic initiatives.

"Nuage has turned out to be a great solution for us," said Wojciech. "With the strength of the offering and the ongoing commitment of Kanatek as a partner in the journey, we feel completely confident that our data is secure and available at a moments notice both today and tomorrow."