

# HARBOR SOLUTIONS USES ZADARA TO ENABLE SERVICE PROVIDERS TO PROVISION EVERGREEN 100% OPEX DATA PROTECTION AND PUBLIC CLOUD SOLUTIONS.

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- Nick Barron, CTO

Harbor Solutions are dedicated to enabling channel partners - Service Providers, Value Add Resellers, System Integrators and Telcos - to deliver enterprise class data management solutions, focusing on rapid speed to market with zero up-front costs.

Focusing solely on selling to and supporting channel partners, Harbor pour their efforts into co-selling with and enabling customers to maintain and grow customer relationships and loyalty. This enables their customers to drive recurring revenue streams and improved customer retention with a 100% OpEx consumption model.

Harbor offer Infrastructure resiliency, public Cloud protection and consultancy services that transform businesses into Managed Service Providers. Their solutions enable channel customers to sell, deliver, manage and grow Cloud-based services.

Harbor's Backup as a Service (BaaS) is based on world-leading backup technologies including Commvault and Rubrik. Working closely with Rubrik, they have developed a Cloud Data Management platform. Harbor are also a CommVault Authorised Support Partner (CASP) and have achieved this status through investment in training and dedication to customer support excellence.

## BENEFITS OF ZADARA

- Enabling Harbor to realise PetaBytes of pipeline opportunity, doubling business year on year
- 100% OpEx consumption model, with no up front investment required
- Evergreen data protection and storage solution with real time technology upgrades at no additional cost, a saving of up to £150,000
- Unlimited scale to meet increasing daily demands, currently provisioning 10TB of new storage daily

## SETTING THE SCENE

**As exponential data growth, ransomware, and strict governance place increasing importance on fail proof data protection, Harbor is well placed to support the growth of its customers.**

Backup is no longer the easily ignored topic it once was. Data is a company's most valuable asset and it costs a company dearly if it's compromised. With GDPR governing data privacy, and the exponential rise in ransomware attacks, data backup is more front of mind, and customers know they need to get it right.

The sheer magnitude of data growth is not the only factor in the growing need for flexible backup. With technology advances and innovation, more can be done with data (such as we see with machine learning to call on one of many examples), and more value driven from it. Demand for flexible storage capacity, data protection, and the need to drive more value from backup data increases accordingly.

This spiking demand comes with a drive towards a consumption model in general; and customers wanting to layer on top of that service without the undifferentiated heavy lifting. It's not profitable for Harbor's service provider customers to host these services themselves so they rely on Harbor to provision it for them. At the core of this needs to be a consumption-based pricing model.

As Harbor specialise in data protection and cloud transformation, purely through channel, this focussed discipline ensures they are not distracted with trying to solve every infrastructure problem. It also means, the solutions they do focus on must be based on the best technologies.

## HARBOR'S CHALLENGE

Harbor is moving into a significant growth phase; with plans to double growth year on year. Already seeing PetaBytes of opportunity, Harbor requires the ability to add storage quickly but also in line with how they grow customers. Unlimited scale is key to this success.

To support this growth, Harbor required more data centre facilities, which would also involve consolidating another couple of data centres. A move out of another data centre meant retiring old hardware, so Harbor needed new storage infrastructure.

Among the considerations was the trend away from traditional backup and moving into a more rounded data management play; and what the infrastructure needs to look like for a customer to migrate to cloud. Existing Harbor customers either use cloud already, or want to use a public cloud such as AWS or Azure. When it comes to data protection, some customers want to reduce their requirements to manage and run their own data management services, whilst some want to leverage AWS or Azure for long term data protection. Harbor will either provision services from their data centres, or install into the end customer's facility.

Nick Barron, CTO at Harbor, wanted to avoid making a big investment in storage solutions that within short timescales could be outdated and require replacement. They also needed a flexible and agile solution that would simplify their move to new data centre facilities. Nick had used Zadara in a previous role so knew the technology was sound and the commercial model a perfect fit.

## THE SOLUTION

Building on the Block storage capabilities of the On-premises Zadara Cloud, Harbor acquired two new data centres – Cyxtera facilities in Slough and London – which gave them the capability to extend to a multi-tenant, multi-tier, multi-location environment with the Zadara Object Storage functionality built into a common platform for Block, NAS and Object. This enables Harbor to make the right choice at the right time for each customer. This includes the capability for high performance SSD should the need arise. The Zadara platform meets the brief to provide unlimited scale, with the ability to change technology as technology or customer demands dictate. This enables Harbor to be competitive in its market by offering both technical and commercial longevity to itself and its customers. Harbor are planning on using the latest 14TB drive technology for Object storage and know that the Zadara solution provides a renewable approach. Both software and hardware within the platform offers long term upgradability, which removes the end of life migration pain of competing solutions that tie hardware, software and licenses together and force the repurchase and migration to a new platform. The solution frees Harbor to focus on its core business, knowing it has a

trusted partnership with Zadara to provide a constantly renewable cloud. Harbor sees growth in demand for storage all the time; large CapEx investments would make it much harder to stay ahead. The ability to buy per disk, per hour is super useful to Harbor. Zadara Block, NAS and Object Storage supports a number of backup solutions available via Harbor with the focus being on Commvault and Rubrik.

It's not just the strength of the solution and the commercial model that led to Zadara being chosen. Nick Barron, CTO at Harbor, explained, "we really like the Zadara team; the solution design and support they provided has been a massive tick."

Zadara proved a perfect fit for Harbor to achieve their business growth objectives; enabling their growth to happen organically. Because Zadara eliminates the need for large CapEx investment to 'grow into'; the solution can scale ad infinitum, up or down, without compromising on upgrades or refreshes. Rather than wait for the 3-5 year refresh cycle, Harbor benefits from upgrades and innovations as they happen, without an additional CapEx cost.

## BUSINESS SUCCESS

"Zadara's solution is an enabler to achieve our business goals. The consumption model maps perfectly to how we sell to our customers; so aligns how we purchase the Zadara services with how we sell them to our customers. But this synergy is not all.

The scalability and flexibility of the Zadara platform enables us to take on advances in technology. This evergreen platform means we can push innovation and commercial savings on to our customers. We have one platform that can do anything we conceivably need - not just tied into a block or object, for example - we can provision exactly what's needed and not try to shoe-horn something into a solution.

Superb technology and a future proof consumption model aside, the Zadara team is fundamental to the success of this partnership. They go the extra mile every time. They quickly understand what we want and need to achieve as a business, and formulate a plan in partnership with us that eases a smooth transition or evolution, with commercials structured to work for us.

Moving to new data centres can be fraught with challenges, but Zadara enabled us to grow quickly and smoothly."

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**Nick Barron, CTO**

## DATA MANAGEMENT & PROTECTION IN ACTION

To illustrate the benefits Harbor is able to pass on to its customers; Harbor worked alongside Softcat, one of their service provider customers, to deliver a BaaS solution to Nuffield Health, the UK's leading not-for-profit healthcare organisation, based on the Zadara platform.

Nuffield Health's backup solution was outdated – it was on-premise, unreliable and was taking half of a full-time employee's (FTE's) time to deal with issues. The system wasn't scaling with the business which meant expensive hardware needed replacing and software was in need of upgrading. They needed a total solution that protected their sensitive data in line with GDPR. Nuffield Health wanted a reliable, easy to use service from a specialist partner, with the ability to self-service and flexible enough to grow or shrink as required.

Softcat suggested a managed service run in conjunction with Harbor, an all-in-one platform for digital security. Harbor manage backups 24/7/365 and provide a daily report on the state of backups and any action that has been, or needs to be, taken. The cloud-based solution took two weeks to install, covering over 100 sites, and live services were being backed up within the first month.

This was a large, complex deployment, and the benefits were immediately seen. Nuffield Health has saved around three FTE hours each day, and now spend less than one FTE hour each day checking issues.

Read the full Softcat / Nuffield Health case study [here](#).

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To learn more about Harbor Solutions, please visit [www.harborsolutions.com](http://www.harborsolutions.com).

# zadara

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Any data type. Any protocol. Any location.

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your enterprise IT needs, you can visit:

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[support@zadara.com](mailto:support@zadara.com)