CloudBerry
Managed Backup Service

Kumo Meets Customer Demand for Cloud Backup with CloudBerry Managed Backup and Cloudian Object Storage.

"CloudBerry Managed Backup is simply the fastest, easiest and better working solution on the market to offer backup in the cloud."

Juan Gomez, Co-Founder at Kumo

CUSTOMER PROFILE

Name
Kumo

Overview
Kumo, founded in 2011, is a company that specializes in IT consulting, cloud services design and implementation for over 100 SMBs and enterprises in educational, financial, retail, manufacturing and health-care industries

Products & Services

- Cloud servers
- Desktops in the cloud
- Object Storage in the cloud
- Backup as a service
- Disaster recovery in the cloud

Location
Bogota,Colombia

Customer base
100+

Customers

- SMB
- Enterprise

Challenges

- Customer demand in cloud backup solution
- No resources to develop in-house solution for cloud backup

BACKGROUND

Kumo was founded in Bogota-Colombia in 2011 by technology experts that came from a company with 35 years of successful experience on the Latin-America technology market. Kumo is a company specializing in IT consulting, cloud services design and implementation with a customer base of over 100 SMB and Enterprise clients in educational, financial, retail, manufacturing and healthcare industries. KUMO also serves the government of Colombia.

BUSINESS CHALLENGE

Kumo was selling cloud storage with Cloudian, when customers asked for an automated cloud backup solution. "We started selling object storage in the cloud using Cloudian as our back-end approximately one year ago," said Juan Gomes, Kumo Co-Founder. "Immediately we identified that our costumers were asking us to offer them backup for desktops in the cloud but we didn't have the resources available to develop an in-house back-up client that did this job. So we started looking in the market for solutions that fill this need."

One of the main requirements for cloud backup was Cloudian object storage compatibility. "We are using Cloudian. Because it is a fully compatible S3 object storage solution that enables us to sell very cheap and durable storage to our customers. Also we can benefit from all the applications that have been created to be used with S3, this allow us to give our customers the opportunity to add value to their storage through this applications. Thanks to Cloudian being S3 compatible we were able to use Cloudberry Managed Backup solution and sell it to our customers." - said Juan.

SOLUTION

In addition to Cloudian support list of requirements included the following: data encryption, compression, bandwidth management, easy deployment for several users using GPO policies, backup scheduling and monitoring. Before choosing CloudBerry Managed Backup Kumo has evaluated several different cloud backup solutions. "We used Symantec for a while but the product was not easy to use and also was very expensive. We also considered Jungle Disk and Ctera," – said Juan

Kumo made a decision to use CloudBerry Managed Backup because of the affordable pricing, comprehensive functionality and exceptional support. "Other products/services didn't have a clear managed backup business model for service providers. They also where very expensive and didn't allow us to offer a competitive product to our customers. They also were hard to use and implement, important factors that reduced our value proposition," explained Juan.

Solution

CloudBerry Managed Backup Service with Cloudian object storage

Results

- Added cloud backup to product portfolio
- Deployed the solution for several users in under 2 days
- Had a great customer feedback

ABOUT CLOUDBERRY LAB

CloudBerry Lab was established in 2008 by a group of experienced IT professionals with the mission to help organizations in adopting Cloud computing technologies by closing the gap between Cloud vendor propositions and consumer needs through development of innovative low-costs solutions.

ABOUT CLOUDIAN

Cloudian is a Foster City, Calif.-based software company specializing in cloud storage. Cloudian HyperStore® is the S3-compatible cloud object storage platform that enables service providers and enterprises to build reliable, affordable and scalable hybrid cloud storage solutions.

CloudBerry Managed Backup features highlighted by Kumo:

- **Remote monitoring:**
  "Very helpful it allows us to see if Back-up plans are being done and notify our customers when we identify any issue, allowing us to offer a better costumers service, which improves our value proposition to the clients."

- **Remote management:**
  "When a costumers send us a ticket regarding a back-up plan issue we are able to easily fix the problem using the remote management. Also we are able to charge extra money for doing the configuration of Back-up plans for costumers."

- **Email notifications:**
  "All our user get the daily email with details of their Back-up plans status. This gives them the tranquility that the job is being done."

- **Rebranding:**
  "One of the benefits that CloudBerry offers us, while other services/products don't."

CONCLUSION

With CloudBerry Managed Backup Kumo has successfully added cloud backup service to the product portfolio, deployed the solution for multiple users in two days and received great customer feedbacks. "CloudBerry Managed Backup Service is the right solution to enter cloud back market. It has all the functionalities that we were expecting and that our customers were demanding," - stated Juan.

ABOUT CLOUDBERRY MANAGED BACKUP

Cloud services generate strong demand from the customers worldwide. If you are not leveraging cloud trend, you are missing customer needs and additional revenue opportunity. CloudBerry Managed Backup for MSP, VAR or IT service companies provides cost-effective white-label cloud backup service integrated with Amazon S3, Glacier, Windows Azure and Openstack cloud platforms.

Built for MSPs, CloudBerry Managed Backup allows to:

- Realize **significant savings on cloud storage** by using major public cloud service;
- **Eliminate management complexity** for remote customers on day-to-day basis;
- Reinforce your brand with **complete design customization** of the backup software.

To learn more about CloudBerry Managed Backup, email us at **contact@cloudberrylab.com,** or visit us at **www.cloudberrylab.com/mbs**

Cloudian

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cloud storage tools