

# Carbonite™ Success Story

## Organization

Carbonite

## Business Need

Data center services, Internet connectivity

## Industry

Online backup solutions

## Internap Solution

Colocation services and Performance IP™ connectivity backed by Managed Internet Route Optimizer™ (MIRO) technology

## Results

- Reduced error rates compared to previous provider using identical IT Infrastructure.
- Gained the ability to add storage quickly and efficiently compared to the previous rate of 14 days.
- Experienced flawless scalability, even after the company tripled in size.

“Internap showed us how to maintain our quality of service while scaling, and they helped us solve the issues that accompany massive expansion.”

Kai Gray  
Carbonite  
Vice President of Operations

**CARBONITE**   
**THE BETTER BACKUP PLAN**

## Customer Overview

Carbonite is a leading provider of online backup solutions for consumers and small to medium-sized businesses. More than one million subscribers in over 100 countries rely on Carbonite to provide easy-to-use, affordable, unlimited and secure online backup solutions with anytime, anywhere data access. Carbonite's online backup solution runs on both Windows and Mac platforms. The company has backed up more than 100 billion files, restored more than seven billion files and currently backs up more than 200 million files daily.

## Business Challenge

Today's consumers and small businesses expect immediate access to their files from any place at any time, and they want to know that their data is always secure. Carbonite sought a partner that offered the necessary tools to not only handle the massive growth anticipated, but also to help them offer the best possible customer experience.

## Solution Requirements

Flexibility and scalability were key components in Carbonite's search for a partner. Carbonite needed a solution that would allow the company to increase capacity, power and cooling quickly and easily.

“We have experienced half the error rates at Internap than we have seen at other data centers, which is largely attributable to the cooling and humidification systems that Internap uses in their facilities.”

Kai Gray  
Carbonite  
Vice President of Operations

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

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## Solution Benefits

After researching and meeting with several providers, Carbonite chose Internap's Boston data center facility for colocation. Everything about Internap's facility appealed to the company, including scalable power and cooling and N+1 redundancy. Even the facility's tight security, parking availability and customer amenities such as the lounge and work areas, played into Carbonite's decision. Since partnering with Internap, Carbonite has experienced benefits such as:

Scalability	Internap allows Carbonite to ramp up power requirements and performance as needed without ever increasing the company's data center footprint, because Internap's scalable colocation facility is well-suited for high-density storage.
Flexibility	Internap offers a variety of intelligent services—from colocation to connectivity—all under one roof, so Carbonite can add the various pieces they need, when they need it. In fact, soon after signing on as a colocation client, Carbonite began taking advantage of Internap's connectivity solutions.
24/7 Live Customer Support	Internap provides top-notch support, as its sales, engineering and technical support teams work together to deliver service that Carbonite describes as "spectacular" and "second to none."
Security	Internap protects Carbonite's equipment with 24/7 on-site security personnel who guard the front desk and patrol the building. These efforts are reinforced by additional measures including state-of-the-art biometrics combined with electronic key card controlled access, digital video surveillance and recorded "in" and "out" logs.
Reliability	Internap supports 100% uptime while maximizing network performance, availability and reliability with an industry-leading Service Level Agreement (SLA), making sure Carbonite's network is always running.
Speed	Internap provides the most powerful solution for total optimization, which ensures that Carbonite's customers can back up their data and access their files instantly from anywhere in the world, at any time of day. Internap's patented Managed Internet Route Optimizer (MIRO) technology offers route optimization, while its Performance IP offers fully-redundant connectivity—a powerful combination that works seamlessly within Internap's worldwide IP network.

## Bottom Line

Carbonite's evolving business model demands flexibility and scalability. With Internap's scalable colocation facilities, Carbonite can increase capacity, power and cooling quickly and easily. Internap's suite of intelligent IT Infrastructure services have made it simple for Carbonite to add other solutions, such as Internet connectivity, when the time is right. With Internap as a partner, Carbonite can rest assured that it is doing all that it can to deliver the best possible customer experience.

## Why Internap?

Transform your IT Infrastructure into a competitive advantage with IT IQ from Internap, intelligent IT Infrastructure solutions that deliver unparalleled performance, flexibility and support. Since 1996, thousands of enterprises have entrusted Internap to deliver their online applications across our platform of connectivity, colocation, managed hosting and cloud services.

Contact us to learn how Internap can solve your IT challenges by enabling you to focus on your core business, improve service levels and lower the cost of IT operations.

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