

Case Study

Perceiva

Integrated communication solutions for small businesses



Industry:
Information Technology



Why Perceiva chose ReadyNAS

- ❖ File Serving
- ❖ Remote Access
- ❖ Alternative to Server
- ❖ X-RAID Technology
- ❖ Ease of Use

The Company

Perceiva integrates communications infrastructures for small businesses. By fully integrating telephone, groupware and CRM solutions, Perceiva gives small businesses the ability to know, understand and communicate better with their customers.

The Environment

Mac and Linux clients
Gigabit Ethernet
Remote offices

The Challenge

With multiple offices, Perceiva needed an easy way to share files both in the office and remotely. Like most small businesses, they have minimal IT infrastructure and were storing all of their data on their workstations and sharing files through email. The team was often out visiting with clients and their varying schedules made it difficult to gain access to files quickly when needed.

"I was using a ReadyNAS™ at home as a media server and I thought it was the best thing since sliced bread. I suggested that we consider it for file serving in the office – our current method of file sharing was a mess – email and thumb drives. Nothing was network accessible," said Greg Smith, President and CEO of Perceiva.

Perceiva has built its business on making life easier for small businesses – they weren't about to add complexity to their own infrastructure. A scalable solution with easy installation and self-management is what they needed.

About Perceiva

Perceiva is a provider of hosted and integrated communication solutions for small businesses. Focused on helping small businesses to provide higher levels of service to their customers, Perceiva integrates technologies including Voice-Over-IP, groupware, and customer relationship technology.

Perceiva
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The Solution



ReadyNAS™ 1100

Alternative to a Server

With file sharing as their main objective, Perceiva could have purchased a traditional file server complete with RAID. A server, however, was nearly twice the cost of ReadyNAS, and to set up and configure it would have taken triple the time.

“We looked at purchasing an HP server and had grandiose ideas of building Red Hat around it and creating our own NAS with RAID. It just wasn’t worth the time required to build and configure it, not to mention to patch it and maintain it. With ReadyNAS, we pulled it out of the box, dropped in the drives, plugged it in and let it do its thing. It was as easy as that,” said Smith.

Remote File Sharing

ReadyNAS immediately simplified file sharing for Perceiva. Many small businesses, like Perceiva, use USB drives and email to share files. This requires a physical interface with each client, and even worse, the data is stored on desktops and notebooks without the security of redundancy (RAID). With ReadyNAS, Perceiva gained both data protection and networked storage, enabling both office locations to access files at the same time. Additionally, ReadyNAS offers varying levels of password protection to safeguard the end point and prevent unauthorized access to the stored data.

“With remote staff, we now just mount the share on the network and we can all access the data easily and quickly. Everything that makes our lives easier is stored on that box,” noted Smith.

Scalable and Easy

Perceiva purchased ReadyNAS 1100, with three of the four drive bays populated with 320 GB disks. Most RAID-enabled NAS devices, don’t allow you to expand the storage capacity without offloading the data and reconfiguring the system. Infrant’s own X-RAID™ technology automates the volume expansion as you scale from 1 HDD to 4 HDD. Perceiva now has the flexibility to add a fourth disk or can even replace all four disks, one-by-one, with higher capacity drives. X-RAID will automatically rebuild the RAID array for them.

“X-RAID is the great thing about ReadyNAS. It also supports RAID 0, 1 and 5, but X-RAID is the best option. Put in one drive, you get that amount of storage, unprotected. A second drive and you get the same amount of storage, but now mirrored. Add a third and your space doubles, but remains protected. A fourth triples your space. This way our two-drive array starts at .75TB and can be expanded to 2.25TB just by plunking in more drives when we need them,” noted Smith.

Scalability was important, but overall ease-of-use was paramount. In addition to easy out-of-the-box set up, ReadyNAS includes auto alerts that keep you aware of the health of the hardware – taking the onus off of the user to manually monitor the device. The drives are also all hot swappable, so you don’t have to suffer loss of productivity during hardware failure. While ReadyNAS is running, you can swap out the damaged drive for a new, healthy drive and your data will automatically be rebuilt.

“Appliances are so straightforward. They don’t add one more thing to manage. They let us focus on what we do. We aren’t in the business of managing storage, so why would we want a solution that requires a lot of time and energy? I can’t say enough good things about this product— it makes our lives so much easier,” said Smith.

Summary

As a small business focused on the needs of small business customers, Perceiva knows first hand that easy, dependable solutions like ReadyNAS are an important component of a successful business. Understanding that they needed to streamline their current file sharing processes, they turned to ReadyNAS to provide fast and intelligent file serving with remote access for their multiple offices. ReadyNAS also delivered to them expandable RAID (X-RAID) so that they could scale the capacity of their NAS over time. An intuitive set-up and management experience made adding ReadyNAS into their existing IT infrastructure painless. It was the right solution for Perceiva. After all, they did call ReadyNAS “the best thing since sliced bread”.

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