

## Data protection agility with VMware and AWS



Customer profile

**TRINTECH**

Finance | United States



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**Matt Bertram**

VP of Technology, Trintech

### Business needs

To grow its global customer base, financial software provider Trintech needed a single data protection solution for on-premises and cloud that could rapidly spin up new data centers and provision capacity on demand. Protecting their customers’ financial data and keeping their SaaS offerings available were crucial to their business.

### Business results

- Increased reliability of SaaS solutions to 99.99%
- 300% increase in revenue over 4 years, linked to four-nines reliability
- Cut the time to spin up a new data center from 6-12 months to 1 week
- 50% YoY decrease in backup storage costs
- 15 minutes to failover production application to secondary data center
- Recovers customers’ apps in as little as 5 minutes

### Solutions at a glance

- [PowerProtect appliances](#)
- [RecoverPoint for Virtual Machines \(RP4VMs\)](#)
- [VMware](#)
- [AWS](#)

Based in Dallas, Texas, with offices around the world, Trintech provides specialized accounting software for finance professionals in over 100 countries, including the majority of Fortune 100 companies. With recent acquisitions and a strategy of geographic expansion, Trintech has tripled its annual revenue to \$120 million – enabled by IT transformation.

## Smooth Scaling

Says Matt Bertram, VP of Technology for Trintech, “As Trintech grew, we needed a backup and replication solution that would allow us to provide a single solution both on-premises and in VMware/AWS environments, so that we could leverage AWS storage for backups and on-demand growth. This solution would allow us to scale with minimal initial investment, offering capacity on demand and multiple VMware/AWS data centers globally. And it would be the same solution that we could use in both public cloud and private cloud.” To meet these requirements, Trintech chose Dell EMC PowerProtect DD Virtual Edition (DDVE) and RecoverPoint for Virtual Machines (RP4VMs), and the benefits to their business have been striking.

## On the Money

Trintech provides large, multinational companies with software that supports monthly, quarterly, and annual closing. Protecting their customers’ data and keeping their services continuously available are vital to Trintech’s business. Using DDVE, and RP4VMs to replicate to a secondary site, Trintech can assure their customers of the continuous availability of their solutions.

“We have deployed PowerProtect DD Virtual Edition and multiple AWS regions within hours,” says Bertram, “and this allows us to meet very aggressive recovery point and recovery time objectives for global customers with the full stack automation that the solution provides. We can meet customers’ specific backup requirements, and we can failover to a secondary site within minutes. With the tools that Dell and VMware have provided, we’re talking about literally 15 minutes to failover a production application to a secondary data center.”



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VP of Technology, Trintech



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We can leverage infrastructure as a service, we can leverage capacity on demand for backups and we can meet the needs of our customers with the minimal capital investment at the outset.

“For Trintech, a key component of our choice of Dell data protection and AWS was really to be able to provide the same VMware vCloud Foundation and VMware infrastructure globally. Being able to do this either in our private cloud environments or public cloud environments like AWS means that we can provide the same platform for all of our customer-facing applications, whether it’s public or private cloud. This opens up the ability to enter new markets very quickly. We don’t need the capital investment associated with a traditional data center. We can leverage AWS data centers wherever they exist, VMware services and a fully integrated backup solution that is the same across all data centers globally.”

## Faster Recovery, Painless Testing and Compliance

Trintech uses RP4VMs to protect over 2000 VMs in SaaS environments, replicating them to a secondary site for disaster recovery. “With RP4VMs, we were able to decrease recovery time objectives for the applications in specific customer use cases to literally five minutes,” says Bertram. “The key benefit of RP4VMs is full orchestration and automation around failover of customer-facing applications from a primary to a secondary

## Making Change

Also driving their need for IT transformation was Trintech’s rapid expansion worldwide in a changing political and financial environment post Brexit. DDVE has helped Trintech keep customers’ data in their preferred country of origin or country of data-at-rest and scale their offerings with a minimal additional investment and a minimum time to implement additional storage.

“This helped us open markets and transition to EU-native data centers post Brexit,” says Bertram. “It’s cut our time to create data centers in these countries from a six-to-twelve month process to literally one week.

“If we have 10 customer deals within a given month, spinning up that capacity literally is configuration that takes minutes to hours rather than requiring orders to procure hardware and manage the data center. All of that’s done for us by VMware as a managed service and even the backups are a managed service within the AWS Cloud.”

Says Bertam, “With AWS and Dell, we have enterprise partners that can provide us with solutions across the full stack. That includes hardware, storage, virtualization, the management of the full VMware vCloud Foundation stack, and the ability to guarantee that the backup will be available in any cloud or in any AWS data center globally.

“For us, the value is that we can enter any geographic market where there’s an AWS data center. Management of the infrastructure is no longer something that requires expertise.



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site. Being able to provide evidence that meets internal and customer-specific compliance objectives has decreased the costs associated with creating, testing and orchestrating business continuity across our eight global data centers and has provided us with significant savings year over year. It removes the pain associated with annual BC/DR testing and compliance.”

With the amount of administrative labor saved, Bertram estimates that in the two years Trintech has used RP4VMs the company’s operations team has been able support over three times as many SaaS customers with no additional staff.

## Good Numbers

Deploying DDVE in VMware/AWS environments in multiple data centers globally has also resulted in dramatic improvements in performance and lowered storage requirements. “We saw a 400% increase in performance,” says Bertram, “because the solution was fully hyperconverged. It was supported by all flash storage.

“Over the course of implementing this solution, we’ve seen a 200% to 300% reduction in storage through dedupe and compression features that are now part of our backup solution. We’ve decreased our storage costs for backups by at least 50% year over year.”

## Business Value of IT Transformation

Bertram concludes, “For Trintech, our digital transformation story is somewhat unique. We were able to transition to VMware in eight data centers globally with Dell EMC data protection, and as a result increase the availability of our SaaS solutions from 99.5% to four nines, 99.99%.

“That transformation took us about 18 months, and it helped us materially improve both the availability for SaaS customers and customer Net Promoter Score across the board. The transition to four nines meant that customers went from being either neutral or negative NPS to being a promoter and recommending our solution to other customers. This translated directly to sales growth, which over a four-year period for us was about 300% increase in revenue.”

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