

Webcentral

Webcentral seamlessly migrates to and from any system with Carbonite Migrate.



Who is Webcentral?

Webcentral is a licensed telecommunications carrier providing a seamless digital experience for its customers. It offers data connectivity, cloud, and data center services, as well as web hosting and web design. Uniquely, Webcentral owns its end-to-end infrastructure, data centers, and dark fiber between them, covering everything other than the upstream providers. With always-on support across 12 locations, Webcentral is committed to providing reliable network connectivity and a unique experience.

Seeking a Solution to Easily Incorporate Acquired Customer Workloads and Infrastructure

Rapid expansion has come alongside acquisitions that require Webcentral to merge and consolidate other businesses into its infrastructure. The success Webcentral

“The difference between having Carbonite and not having it is at least 50 percent of our time is saved with zero customer impact. I recommend Carbonite for any business continuity plan or disaster recovery need.”

Wahab Khan
Technical Head of Cloud and Platforms
Webcentral

enjoyed, coupled with its competitive advantages, led to some unique challenges. The constant cadence of migrations was becoming costly, cumbersome, and convoluted. Webcentral needed a solution to seamlessly migrate customers to its platform without any outages or downtime. Since the team couldn't control how acquired companies managed their data pre-acquisition, a nimble solution was required to handle migrations from any target system into Webcentral's own.

The team narrowed its search by focusing on some key factors. The ideal solution would be lightweight and seamless to minimize required changes to customer workloads or infrastructure. It needed to be scalable so that solution monitoring does not become resource-heavy. The solution also needed to be intuitive and easy enough to understand so that it can be effectively operated by someone with limited experience.

Carbonite Migrate Ensures Seamless Workload Migration without Downtime

“We tested a number of solutions and found what we were looking for with Carbonite™ Migrate combined with the support provided by OpenText,” stated Wahab Khan, Technical Head of Cloud and Platforms, Webcentral. Webcentral chose to work with OpenText Cybersecurity and its Carbonite Migrate and



At a Glance

Industry

Telecommunications

Location

Australia

Challenge

Support business growth by seamlessly migrating customers to the Webcentral infrastructure without negatively impacting business continuity

Products and Services

[Carbonite Migrate](#)
[Carbonite Availability](#)

Success Highlights

- 50% time savings during migrations
- Zero customer impact or downtime
- Flexibility to engage any customer workloads, extending market offerings
- Consistent, repeatable, and seamless workload migration to and from any target system

“Losing a critical server means we lose a critical service that may impact just one customer, but it could also affect thousands of our customers. We are confident Carbonite will help keep critical systems highly available with little to no data loss.”

Wahab Khan
Technical Head of Cloud and Platforms
Webcentral

Connect with Us
www.opentextcybersecurity.com/



Carbonite™ Availability solutions because the solutions checked every box while also saving time. Saving time was imperative for the Webcentral security team. Every day, the team deals with a complicated security posture for the company. Managing multiple backup systems, the team needs to ensure that all backup SLAs are met and all disaster recovery replications are in sync. Every hour that is gained back from a seamless migration is time that can be focused on other tasks.

Webcentral has been very happy with the OpenText Cybersecurity solution. Khan noted: “Switching to Carbonite has been a good experience and it met our initial criteria.” With a diverse set of operations and customer sets—from hosting small customers to large enterprises—it’s no small feat to manage migrations of all sizes to and from all types of environments.

“Now that we have standardized on Carbonite Migrate, the migration process is easy and less time consuming. The full process takes just 30 to 60 minutes,” commented Khan. Webcentral is also able to migrate workloads without losing access to servers or experiencing downtime. That’s a key metric for a company as large as Webcentral. Khan added, “We were pleasantly surprised with an unexpected

benefit. OpenText listened to us and our requirements and were very responsive in developing some specialized required modules that support our massive migration projects.”

Business Continuity Requirements Met and over 50% Migration Time Saved

Several Webcentral customers have even started using Carbonite Availability as a disaster recovery (DR) solution. When it comes to near-zero downtime and availability for critical systems, Webcentral is now confident that real-time, asynchronous replication is taking place and if downtime strikes, failover to the second server is easy and can be accomplished in a matter of minutes. This confidence allows Webcentral to offer several SLA options for RTO/RPO that range between 15 and 60 minutes, to meet the DR and business continuity requirements of each customer.

“Losing a critical server means we lose a critical service that may impact just one customer, but it could also affect thousands of our customers. We are confident that Carbonite will help keep critical systems highly available with little to no data loss,” says Wahab. He sums up Webcentral’s experience with OpenText Cybersecurity

by simply saying, “The difference between having Carbonite and not having it is at least 50 percent of our time is saved with zero customer impact. I recommend Carbonite for any business continuity plan or disaster recovery need.”

Learn more at
www.carbonite.com/business/overview

opentext™ | Cybersecurity

OpenText Cybersecurity provides comprehensive security solutions for companies and partners of all sizes. From prevention, detection and response to recovery, investigation and compliance, our unified end-to-end platform helps customers build cyber resilience via a holistic security portfolio. Powered by actionable insights from our real-time and contextual threat intelligence, OpenText Cybersecurity customers benefit from high efficacy products, a compliant experience and simplified security to help manage business risk.