

Cyberlogic provides Herotel Backup as a Service for K8s, Ensuring Security and High Availability

Based in South Africa, Cyberlogic is a leading Managed Services Provider of Cloud, Security and Managed IT Services. Cyberlogic works collaboratively with clients to build and manage the most appropriate technology solution to deliver on business outcomes. Cyberlogic works primarily with organizations in the small- to mid-sized enterprise market and has multiple tier-one partnerships with Fortune 500 companies, including Dell and Microsoft.

"We are particularly interested in working with organizations that look to technology as an enabler to their business, as opposed to the 'break/fix' model," said Mark Tew, CEO, Cyberlogic. "Our goal is to help our clients secure and optimize their environments."

According to Tew, historically, mid-sized organizations in South Africa have lagged behind those in the U.S., UK and Europe when it comes to adopting containerized environments, such as Kubernetes. However, that's changing. "Especially in the last year, conversations around containerization have become more prevalent," he said. "We're seeing more application vendors adopting containerization and microservices as their preferred deployment method."



Company:	Herotel
Industry:	Telecom
Channel Partner:	Cyberlogic



Challenges:

- Replacing legacy development environment with Kubernetes
- Ensuring service availability and meeting recovery time objective (RTO)
- Improving security with consistent and reliable backup and recovery

Results:

- Deployed a scalable, highly available Kubernetes environment
- Ensured reliable backup and recovery across multiple nodes and regions
- Enabled scalability with a cloud-agnostic solution to meet the needs of multiple clients

"We weren't 100% happy with the results delivered by the cloud provider's native backup and recovery tool, so we decided to do a trial of Kasten K10. It worked flawlessly."

Mark Tew, CEO, Cyberlogic

With Cyberlogic's help, Herotel adopted Kubernetes

One such customer is Herotel, the largest fixed wireless internet service provider in South Africa and a major player in the local fiber industry. Herotel connects 140,000 home and business users to the internet across more than 400 towns and cities in South Africa.

For roughly three years, Cyberlogic has provided Herotel with Infrastructure-as-a-Service (IaaS) through a cloud tenant for multiple environments. They have also provided support for Microsoft 365, including helping with best practice and security configuration for the tenant. "Over the past two years, Herotel has expanded its cloud footprint significantly and implemented a mixture of open source and Microsoft technology," Tew said.



However, the company soon realized that moving to a containerized cloud-based development environment was essential to keep pace with market demands. Cyberlogic helped Herotel by building a highly available and scalable Kubernetes environment deployed across availability zones for a new line of business application.

The ability to add applications is critical, since Herotel has grown through acquisition, and many disparate applications have had to be integrated. "The environment started with two nodes to support a specialized CRM application but is designed to scale to accommodate additional applications as they're added to the ecosystem," Tew said.

Cyberlogic was responsible for the design and architecture of the environment, as well as periphery nonfunctional requirements such as backups, sizing, resilience, redundancy, and, of course, security. "The backup and recovery solution needed to be application-aware and fully integrated into all of the containers," Tew said.

Native backup and recovery capabilities fell short

Before Herotel's new environment went live, Cyberlogic's team set minimum baseline performance requirements around security, backups and recovery, and tested the native backup capabilities of the cloud vendor's platform. Unfortunately, the native backup capabilities didn't meet the team's requirements for ease of recovery. "We weren't 100% happy with the results delivered by the native backup and recovery tool, so we decided to do a trial of Kasten K10," Tew said. "It worked flawlessly."

Tew said the team leveraged Kasten's documentation and support for one issue involving a specialized use case. "The Kasten team got everything sorted out quickly," he said.

"We were really impressed with the short time it took for implementation within a relatively complex and critical environment for Herotel."

Jason Gurwitz, Head of Infrastructure and Security

Proven ability to Backup & Recovery, across applications, clouds and regions

Cyberlogic uses Kasten K10 to back up Herotel's environment once a day to meet its RPO. "The most important thing is that we're able to prove that our backups and restores are working right, because that's what we deliver as a service," Tew said.

According to Jason Gurwitz, Herotel's Head of Infrastructure and Security, Cyberlogic provided a quick implementation of Kasten K10 while handling a high degree of complexity. "We were really impressed with the short time it took for implementation within a relatively complex and critical environment for Herotel."

In the future, the team plans to extend its use of Kasten K10 in Herotel's environment to include disaster recovery to a different region. Cyberlogic also plans to offer backup and recovery services through Kasten K10 to other clients moving forward. According to Tew, Kasten's support for multiple clouds – Azure, AWS and Google – enables them to deploy the service for various types of clients.

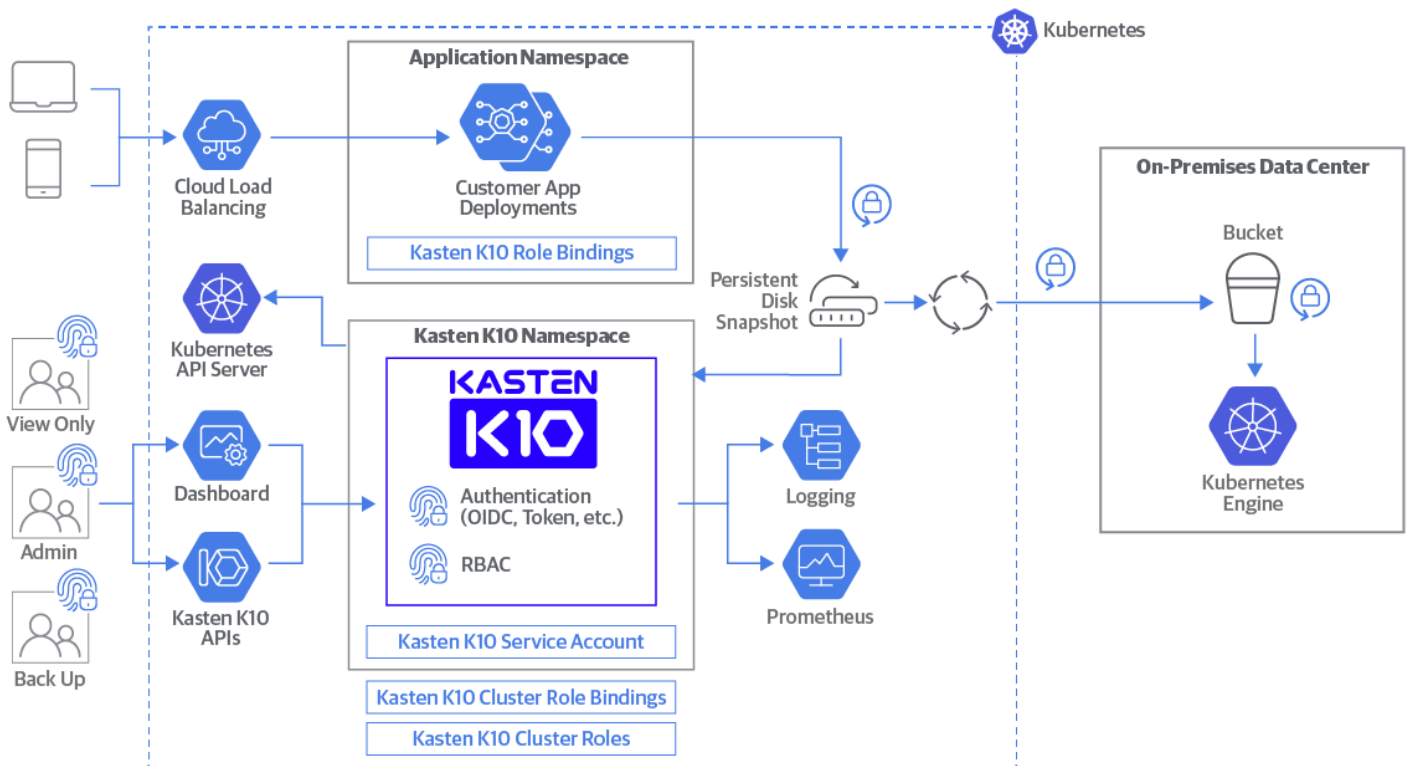
"We're talking to three different clients currently about deploying containerized applications in the cloud," he said. "Kasten K10 will be invaluable as we look to deliver backup and recovery services to them, as well."

Kasten K10: The Leader in Kubernetes native data management

The **Kubernetes platform** is fundamentally different from all earlier compute infrastructures, using its own placement policy to distribute application components. Containers can be dynamically rescheduled or scaled. New application components can be added or removed at any time.

A **data management solution** needs to understand this cloud native architectural pattern, be able to work with a lack of IP address stability and deal with continuous change.

Kasten K10 was purpose-built for Kubernetes and provides enterprise operations teams an easy-to-use, scalable and secure system for backup/restore, disaster recovery and mobility of Kubernetes applications.



Kasten by Veeam® is the leader in Kubernetes backup and disaster recovery. Kasten K10 is a Cloud Native data management platform that overcomes Day 2 challenges by providing enterprise DevOps teams with backup/restore, disaster recovery and application mobility for Kubernetes applications. Kasten K10 features unparalleled operational simplicity and integrates with relational as well as NoSQL databases, and all major Kubernetes distributions, and runs in any cloud, maximizing user freedom of choice. Our customers are confident that their Kubernetes applications and data are protected and always available with the most easy-to-use, reliable and powerful Cloud Native data management platform in the industry. Kasten is an independent Kubernetes Business Unit within Veeam. For more information, visit www.kasten.io or follow [@kastenhq](https://twitter.com/kastenhq) on Twitter.