

# CARI.net

## Changing the Way Managed Services are Delivered

Cloud computing creates a range of revenue opportunities for service providers, from selling resources to managing complex environments.

---

### HIGHLIGHTS

- ▶ Growing market interest in public cloud offerings
  - ▶ Thousands of globally distributed customers wanted to right-size their resources
  - ▶ Range of hypervisors and provisioning requirements
  - ▶ Needed solution with minimal or no training for end users
- 

### Company Profile

Since 1997, CARI.net has been providing services, managing back end infrastructures and enabling its customers for success. With roots as a hosting provider, CARI.net has grown to providing automated provisioning, flexible configurations, around the clock certified system support and has expanded its hosting options to include dedicated servers, server clusters, and public and private cloud offerings. CARI.net pushes the envelope on performance, often using the latest technologies available to ensure that it provides dependable and reliable services for their clients' mission critical computing and storage platforms. Currently, CARI.net has over 8000 customers in over 150 countries.

### The Challenge

The 2008 economic downturn caused businesses to evaluate and make across the board cuts to various departments. For many enterprises, IT infrastructure operations was targeted for cuts, leading them to outsource their IT resources to hosted cloud offerings and/or downsize their overall resources.

As Mike Carpenter of CARI.net explained, "No matter what size company – large-scale enterprises or small-to-medium businesses, the problem that caught CARI.net's attention was that cutting IT costs is important to everyone." While CARI.net continued to gain new customers, overall their deployments were smaller and often had shorter term commitments.

Their customers wanted to right-size their resources; to just spin up the exact amount they need and then shut the resource down when it is no longer needed. "Without automation and self-service, this process could take days to weeks depending on the size of a project, the scope of work and the business policies in place at an organization," says Carpenter. CARI.net had spent ten years building automation into their hosted environments, but did not have a self-service portal for provisioning servers, networks, or external storage.

### Choosing Abiquo

CARI.net chose the Abiquo cloud management platform for its ability to accommodate the diverse infrastructure needs of its global client base. These needs included: being hypervisor agnostic, suitable for multiple platforms, and multi-tenant, and which could work with a variety of different storage area network devices, as well as having a wide-open API.

"Without the ability to tie directly into our panel we would have had to start from scratch as a company. We knew instantly that Abiquo's solution could meet our needs as well as

---

## KEY BENEFITS

- ▶ CARI.net further differentiated itself in the hosting market, adding simultaneous support for six hypervisors, multiple operating systems, & tiered storage.
  - ▶ Customers are empowered to provision all virtual resources on demand.
  - ▶ Business policies automatically enforce compliance needs.
  - ▶ Customers use only the resources they need at the time, which has freed up budget for innovation and growth, which then comes back as more business to CARI.net.
  - ▶ CARI.net continues to use its existing systems along with Abiquo.
- 

those of our clients,” said Carpenter. “If the cloud platform that we selected didn’t have an open API we couldn’t tie our system into it and we would have lost an investment that we made over the course of fourteen years. So that open API was critical.”

CARI.net spent several months evaluating the available cloud solutions and ran them through the paces. “One of the things that I noticed about Abiquo right away that just blew me away, was how easy it was to use. I’m the business end of things. I am not a system administrator. I logged into Abiquo and with just moving around pointing and clicking I was able to use it. It required no training at all. I was using it in no time. It was almost too easy,” Carpenter noted. “I had had experience with other cloud computing solutions and you had to have hours of training or even a certification to use a system. That’s not going to work for most companies.”

### CARI.net’s New Hosted Cloud Offering

CARI.net’s cloud services line diversifies the total company offering, which extends to each of their customers’ clients. They host the resources, and their customers can provide value-add services to that hosted resource. CARI.net gains visibility, control, and more robust automation, and their customers are empowered to manage their own resources.

Carpenter notes that the cloud services model eliminates many of the old challenges of IT, especially around capacity planning. “They can use what they need and as soon as a project is done they can scale down, put the project on hold for later use or wrap it up and they’re done. There is no cost outlay for a capital expense on hardware or long-term contracts, all the things that made IT tough for the past thirty years are gone. Cloud computing has eliminated this.”

One of the biggest measurements of success for CARI.net is their client’s happiness. “Recently we had a customer use the self-service portal to move their client’s application from another hosting provider into one hosted by CARI.net in only a matter of hours. Typically that would take days to do, but since they were able to do it so quickly using Abiquo, they came out as super heroes to their client,” said Carpenter. “It’s really exciting to see a customer get that kind of efficiency. It’s a win – win – win situation.” The less time, and therefore resources, a company has to spend on developing a project means that company can spend developing new opportunities.

Since 2008 when the economy turned, CARI.net has seen many of its customers struggle. Carpenter noted, “Many companies have run into hard times, and this means being more efficient. With Abiquo’s cloud management platform – having the flexibility to only use the services and resources they need has literally saved a lot of companies. This tough economy has been hard on people but companies and platforms like Abiquo have been pivotal in helping to facilitate new growth.”

*For most of us who are involved in IT, we recognize that cloud computing is the biggest paradigm shift since the 90’s, for all businesses, worldwide.*

**HEADQUARTERS**  
203 Redwood Shores Parkway, #280  
Redwood City, CA 94065  
United States  
T: +1 650 264 5900  
[www.abiquo.com](http://www.abiquo.com)

**abiquo**<sup>®</sup>  
ENTERPRISE CLOUD