Case Study

My-Villages

DockMaster Cruises to the Cloud with Zumasys

zumasys
CONQUER THE CLOUD™

DockMaster
Your business copilot.

my-villages

Company

My-Villages develops innovative mobile and information technologies for the marine industry.

Objective

Develop a cloud solution that can flex to meet the needs of a rapidly expanding customer base, while managing infrastructure costs and increasing accessibility and security.

- Improve end user experience, usability, and security
- Simplify the architecture and improve the security and scalability of the solution by migrating to Linux and virtualizing the infrastructure
- Lower total cost of delivering the application to new and existing customers

Results

- Moved applications to SuperNAP, the world's largest and most powerful data center
- Deployed D3 Linux database onto Zumasys' high-performance virtual server environment running on NetApp storage
- Simplified software updates with new centralized data architecture
- Implemented iron-clad security and 100% uptime
- Reduced infrastructure costs with simplified resource pool pricing for predictable growth and scalability
- Increased performance and availability

COMPANY PROFILE

My-Villages is a technology company dedicated to helping people better maintain and operate the things they love. As a leading independent software vendor (ISV) to the recreation industry, My-Villages' robust software enables marine and RV businesses to quickly access and manage accurate and complete information across all departments, including accounting, parts, repair, reservations, sales, point of sale, and customer relationship management. Below deck is the powerful D3 database from TigerLogic (now Rocket Software), which was designed to help customers dynamically customize and streamline operations, maximize profitability, and facilitate growth.

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– **JAMES MANTROZOS**, IT & Systems Support, My-Villages

Before it was acquired by My-Villages in 2013, Exuma Technologies had a 30-year history of bringing to market feature-packed solutions for the daily operation and management of marine and RV businesses. In 2010, the company began exploring cloud computing as a way to provide enhanced features and capabilities, improved security, and simplified administration-- all at an affordable cost. According to Cam Collins, former Exuma President/ CEO, now President, "cloud computing is more than just a trend, it's a huge opportunity that can enable us to offer a better product at a lower cost to our customers."

The Solution

When Exuma began looking for a partner who could support its database in the cloud, TigerLogic, the developer of the D3 database, recommended Zumasys. Over the years, Zumasys has built one of the largest benches of D3 engineers in the country outside of TigerLogic. The team averages 30 years of MultiValue experience, with a long history of helping customers modernize their legacy D3 applications.

After evaluating several cloud companies, Exuma found that Zumasys would be able to provide the D3 support it needed while allowing it to maintain administrative control and ownership over its data using VMware vCloud Director. "Zumasys really has the experience with VMware and Pick that we needed and more experience with moving companies like ours into the cloud," says James Mantrozos, former head of IT for Exuma and IT & Systems Support. "It was really a no brainer at that point."

Throughout the project, Exuma worked closely with the Zumasys Project Management team to develop a plan that took it from signing to going live in SuperNAP in a very short period of time. With Zumasys' personalized approach to migrating ERP systems to the cloud, every aspect of the installation was taken care of. "I had a single point of contact who was very responsive and made sure that everything I wanted was accomplished," Mantrozos.

When My-Villages acquired Exuma and DockMaster, the company continued to partner with Zumasys to evolve its cloud offerings. Today, My-Villages offers DockMaster as a service from the Zumasys Cloud. The service operates on Cisco UCS blade servers and NetApp FAS6000 series storage with the latest virtualization technology, VMware's v Director for service providers. Exuma is able to maximize performance and increase control by running D3 on a Linux virtual server environment. A communications server passes all the traffic through an encrypted TCP connection to ensure maximum security.

Results

Maximum Security and Availability

Security is a top concern for My-Villages' customers. Many customers, accustomed to years of keeping their data on site, were naturally cautious about the cloud. Hosted in the SuperNAP data center in Las Vegas, the Zumasys Cloud offers My-Villages and its customers the highest levels of physical and logical security available, making customer data much safer in the cloud than if it were kept on site at a marina or RV dealership.

Located in the Nevada desert, SuperNAP spans more than 2 million square feet of data center space and supports thousands of companies and government agencies with top security requirements. The data center offers a 100% uptime guarantee with multiple layers of redundancy for Internet, power and fire protection, physical security, and heating and cooling. With Zumasys' Cloud, customers benefit from redundant network, virtualization, and storage resources to protect against hardware failure.

Zumasys' NetApp storage environment is configured in high-availability pairs for automatic failover, and regular backups are sent to a secondary data center in Irvine, California, using NetApp SnapMirror replication technology. "This is a much better place for our customers to house their data, and we can offer them a much better service than if they were managing their IT with a local company," says Collins.

Increased Control and Flexibility

To give My-Villages full administrative control over its environment, Zumasys enabled VMware vCloud Director, which allows them to access any virtual machine at any time and provision resources on demand. "If we find that our system is lacking in one area, like performance, we can go in and instantaneously make the changes, without ever having to involve Zumasys," says Mantrozos.

Accelerated Software Development

In the past, My-Villages' developers spent considerable time travelling to customers to help with on-site software upgrades. Even then, with customers' IT resources spread thin, customers could quickly fall out of sync with the latest software. "Everyone was on a different version," explains Collins. "Some clients hadn't upgraded their software in three years."

Because software upgrades were so time consuming, DockMaster's software development cycle was limited to two major releases per year. With Zumasys, upgrades can happen overnight. The software is upgraded once on Exuma's D3 Linux server in the Zumasys Cloud, and customers can be on the next version by morning. "They just click a link and they've upgraded to the latest version of the software," says Collins. This saves a significant amount of time and frees My-Villages' developers to focus on continually improving their products.

Competitive Pricing

My-Villages has greatly reduced costs with a streamlined infrastructure that minimizes licensing and server requirements. By moving to a secure multi-tenant environment in the Zumasys Cloud, My-Villages dropped from three Citrix servers to one and consolidated its customer databases onto one Linux server.

"We price our cloud service per user, so taking away a lot of extra expenses allowed us to lower that cost. Our customers get a lower cost per user and a faster, more stable product than what they were getting before," says Collins.

Improved Performance, Happier Customers

During the initial implementation, Zumasys worked closely with the team at My-Villages to reengineer its previous system and move its D3 environment onto a single Linux server. The client portion of the software runs locally, using the open internet to connect between the client and the server. The large graphics files that make the software easy to use now load faster because they're already sitting on the client machine, ready to go.

As a result, My-Villages' customers today enjoy faster speeds and improved performance.

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"Our new cloud environment allows us to run our graphics-heavy applications without having them locally installed. Screens load faster, response times are quicker, and customers are happier."

– **JAMES MANTROZOS,**
IT & Systems Support, My-Villages

Conclusion

My-Villages has been so pleased with its new cloud implementation that it is also planning to move other services to Zumasys, including its Microsoft Exchange environment. "Partnering with Zumasys has been an incredibly easy process. Anything we need, they jump right on it and make it happen," says Mantrozos.

Zumasys' focus on developing strategic partnerships with ISVs looking to move to the cloud has made it the perfect fit for My-Villages. More than just a vendor, Zumasys has become an extension of My-Villages' team. "Our cultures are really very similar," adds Collins. "We both want to make IT as affordable and easy to use as possible so our customers can focus on what they do best." ■