

cloud
accelerators

who can help me
manage growth
without shrinking
my bottom line?

we can



“We deliver IT as a service.
There when you need it on
a pay-as-you-go basis.
Reliability, flexibility and
speed—enterprise-quality
virtual IT built on the cloud.”

Dave Durkee
Founder, ENKI

EN  KI

agility
made possible™


technologies

your bottom line isn't determined by the cost of your cloud hosting services, but by the value IT brings to the business.

About ENKI

- IT service provider based in Silicon Valley, focused on providing outsourced IT operations delivered through a cloud computing model
- Services include Virtual Private Data Centers, managed private clouds, operations-as-a-service and enterprise grade remote monitoring
- Customers include software vendors, Web 2.0 companies, managed service providers, and small to large enterprises
- 2 data centers in Silicon Valley with plans to open another in Las Vegas
- Working with the CA 3Tera® AppLogic® cloud platform since 2007

For more information, visit enki.co

Types of services offered:

IaaS

PaaS

Virtual Private Data Center

Managed Private Cloud

Professional Services

Operations Services

Software Development



Dave Durkee

Founder and technical director, ENKI

Career Highlights

- 25 years experience in IT infrastructure and business application development
- Formerly, CIO of NetSuite, where he built an award-winning million customer data center
- Personal interests: Enjoys building, meditation and bread-baking; Bought a high school woodshop and used it to remodel his ranch house into a craftsman-style home

We get involved with teams from application testing to deployment. Customers have seen a phenomenal improvement in the stability and availability of their apps.

Tell us about your approach to providing “outsourced IT operations.”

Customers often come to us and say that the applications they are developing in-house have abominable uptime. They feel that their developers aren’t very disciplined in testing performance, and as a result, they’re rolling out applications that aren’t ready for prime time. So, we get involved and work with the teams very closely throughout the testing and deployment processes. We migrate the code from a development environment into a test bed set up in our hosting environment. We supervise the testing process and then we’re the ones that actually move it from staging into production, also within our hosted environment. With this approach, our customers have seen a phenomenal improvement in the stability and availability of their applications.

Why did you select the AppLogic cloud platform?

From the beginning, the AppLogic platform has taken a very application-centric approach, and it is still far ahead in this regard. It’s not enough to just virtualize servers. What the AppLogic platform gives me is the flexibility to virtualize the entire infrastructure supporting my customers’ applications and to build in the business logic of how these infrastructure pieces relate to one another.

Here’s an example of why this approach is important. One of the customers we’ve worked with provides a music-sharing service with user-generated content. After running a successful social media campaign, their popularity grew very rapidly and all of a sudden, they were consuming over 200 gigabytes of additional disk space every day. Supporting this was a very

complex architecture involving dozens of servers. If there was a hardware failure, the supporting servers had to be restarted in a very specific order to provide reliable operation. We looked at lots of different cloud platforms when we made our decision, and AppLogic was the only solution that could handle this type of complexity.

What is unique about ENKI? How do you differentiate from other IaaS providers?

We take a very consultative approach in our relationships with customers. We make a commitment to work with our customers to figure out the implementation that will deliver the performance they need. For example, when we first engage with a customer to host an application, we may over-allocate capacity for the first 3 months. Then we'll analyze the usage patterns and the actual infrastructure needs across storage, CPU and so on, and we'll right-scale the resources.

Our focus is on delivering the highest possible performance at a very reasonable cost. When I was the CIO of NetSuite, my job was to build a world-class infrastructure to support our SaaS business model. But I had the luxury of millions of dollars at my disposal to do so. I realized that there are lots of companies out there that need this kind of high-performance and flexible environment, but don't have a massive budget to work with. Right around this time, I met the founder of 3Tera, Vlad Miloushev, and he showed me the simple visual drag-and-drop interface that the AppLogic platform uses to create and manage the infrastructure for cloud-based applications. I realized that the technology was now available that could make my vision a reality. And that's when I decided to found ENKI.

When you couple AppLogic, our consultative approach, our ability to provide operations services to fully manage our customers' deployments, and application-level analytics, we can make a demonstrable difference in the performance, uptime, and cost structure for our customers.

What type of service levels do you provide and how do you monitor them?

As part of our consultative approach, we offer very clear SLAs and generous compensation if an SLA is not met. Our customers get a 10-fold compensation for any outage. If we're down for 1 minute, the customer gets 10 minutes free of charge.

When I managed IT for our SaaS business at NetSuite, I never wanted to have another conversation where a customer called and said the site was down

A high-performance environment doesn't have to cost a fortune anymore.



To learn more about ENKI, visit enki.co



and I wasn't already aware of it. When I went looking for a solution for ENKI, I found the Nimsoft Monitoring Solution, which gave me the functionality I needed at a very cost-effective price. Now if a customer calls and says "Hey, my site is down," I can respond with "Yes, we know. It's been down for 6 minutes. This is what caused the problem and here's what we're doing about it." It's a much better conversation to have.

To learn more from cloud service providers working with CA Technologies, visit ca.com/cloudaccelerators

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