

Omnitracs Optimizes IT Operations with Zadara Storage-as-a-Service

Omnitracs streamlines data storage and backup, and redeploys staff and budget toward other strategic initiatives.



Summary:

Omnitracs pioneered the use of commercial vehicle telematics 30 years ago, and today is a powerhouse of innovative, intuitive technologies and services for transportation management.

Challenges:

- Traditional storage was inflexible and staff-intensive
- Needed to free resources to focus on strategic initiatives

Solution:

- Omnitracs uses Zadara Enterprise Storage-as-a-Service for primary storage and backup

Results:

- Fast and simple deployment enabled by fully-managed support and Zadara ease-of-use features
- Agility goals achieved with storage capacity that seamlessly scales up and down
- Storage costs are reduced, easily reported, and directly tied to specific projects

Omnitracs (then Qualcomm) launched the first satellite mobile communications system for a single trucking company, fundamentally changing the way fleets operate. Today, Omnitracs helps over 14,000 transportation companies — including carriers, owner/operators, wholesale distributors and local service companies — manage nearly 1,100,000 assets in more than 70 countries.

Omnitracs drives businesses forward by improving the productivity, reliability, routing, safety, and compliance of their transportation assets with innovative software and SaaS fleet management solutions. For Bernie Velivis, cloud operations and services manager at Omnitracs, choosing the right technology solutions is absolutely critical to delivering on Omnitracs' mission.

Streamlining operations and redeploying resources.

Omnitracs helps its customers be more efficient, so it's no surprise that they apply those same principles to their own operations. When Omnitracs first developed their SaaS they were using AWS for testing and simulation. "We needed SMB/CIFS and high availability (HA) and AWS did not offer that functionality," notes Velivis. They looked around and found Zadara, which offers native SMB/CIFS, along with multi-zone high availability and is available as an add-on to AWS.

Simplifying backups and ensuring disaster recovery.

The nature of Omnitracs' operations means they place a premium on agility and efficiency, especially the ability to use resources wisely and redeploy them where they are most needed. A good example of this is data backup and disaster recovery. Because Omnitracs runs a SaaS business, 24/7/365 operations are a must. Velivis realized that Omnitracs needed to adopt a backup and disaster recovery strategy that would meet their objectives while at the same time reduce total cost of ownership (TCO), improve cash flow, enhance agility, and reduce administration and training effort.

With integrated backup functionality, including backup to S3, remote mirroring to geographically diverse data centers, Zadara gives Omnitracs the ability to streamline backup. Omnitracs uses a pair of Zadara Virtual Private Storage Arrays at a dark site in California. "The cost is less than ten percent of our total spend



“With the right mix of technologies in an OpEx model, Zadara lets us redeploy people and budgets to more strategic projects.”

Bernie Velivis,
Cloud Operations & Services Manager,
Omnitrac, LLC

and we get a backup solution that is simple and effective. Just drop the data on a shared drive and it shows up on a drive in California,” comments Velivis.

Always optimized for storage requirements and budgets.

Zadara’s ability to scale-up, scale-down and non-disruptively migrate volumes meant that Omnitrac avoided significant up-front capital investment in storage infrastructure and no longer needs to engage in complex, long-term capacity planning exercises. Zadara has enabled Omnitrac to scale costs, incrementally and predictably to address changing demands. This, in turn, has improved cash flow and enabled Omnitrac to avoid hiring additional storage administrators and to redeploy resources to strategic projects.

A team of storage experts on duty 24/7.

Omnitrac has been particularly pleased with Zadara’s support, ease-of-use, and fully-managed storage service. Velivis observes that having a team of storage experts at Zadara on duty 24/7 is a game-changer for Omnitrac, helping the company avoid hiring at least one IT administrator whose full burden would run into the six figures. “The Zadara team is a great partner, able to help us diagnose and solve the most complex issues. They know what questions to ask and how to solve problems quickly. Luckily, the Zadara storage just runs and we haven’t needed them much!”



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