



Bacula Systems

Accelerating Bacula's Development

Proprietary Vendor Mischief



What happened when a leading proprietary backup vendor try to hustle its customer, Bank Austria, into spending an extra 250'000 Euro's just for a small tape library extension?

Bank Austria said "Enough is Enough!

...We can find a better solution."



A New Approach

- Dr. Kern Sibbald, CTO Bacula Systems:

"The enterprise is no longer obliged to pay outrageous backup license fees"



Who is Bacula Systems?

Bacula Systems™ is the **leader** for Open Source network backup and restore software, combining Bacula's enterprise-class Open Source and open standards software with first-class service and support.

Bacula increases reliability and can cut IT backup costs significantly.



Who is Bacula Systems?

Bacula Systems™ is the commercial arm of the Bacula open source project, providing training and consulting services. The heart of its business is the provisioning of expert support services, provided through the **Bacula Systems Subscription**.

This means that Bacula Systems customers only pay for real service, and the critical safety insurance that that service brings.

No license fees. Bacula Systems only brings direct value to the customer.



Who is Bacula Systems?

Bacula Systems™ was set up to make sure that the Bacula Project continues to thrive. Bacula Systems invests heavily in the development of the Bacula project - and in parallel, in the ongoing improvement of Bacula Enterprise Edition.

Enterprise users are recommended to use Bacula Enterprise Edition. With the Bacula Systems Subscription, you will never be charged for software upgrades.



Who's Using Bacula?



- Over 1 Million Downloads for all of Bacula.org components



#1 IN VALUE

"I've found what I think is a much better solution: Bacula."  **Sys Admin**



"Download the latest release of Bacula and watch those backup woes disappear into the dark of night"

"Solutions like Bacula are excellent for providing a stable, reliable onsite backup"



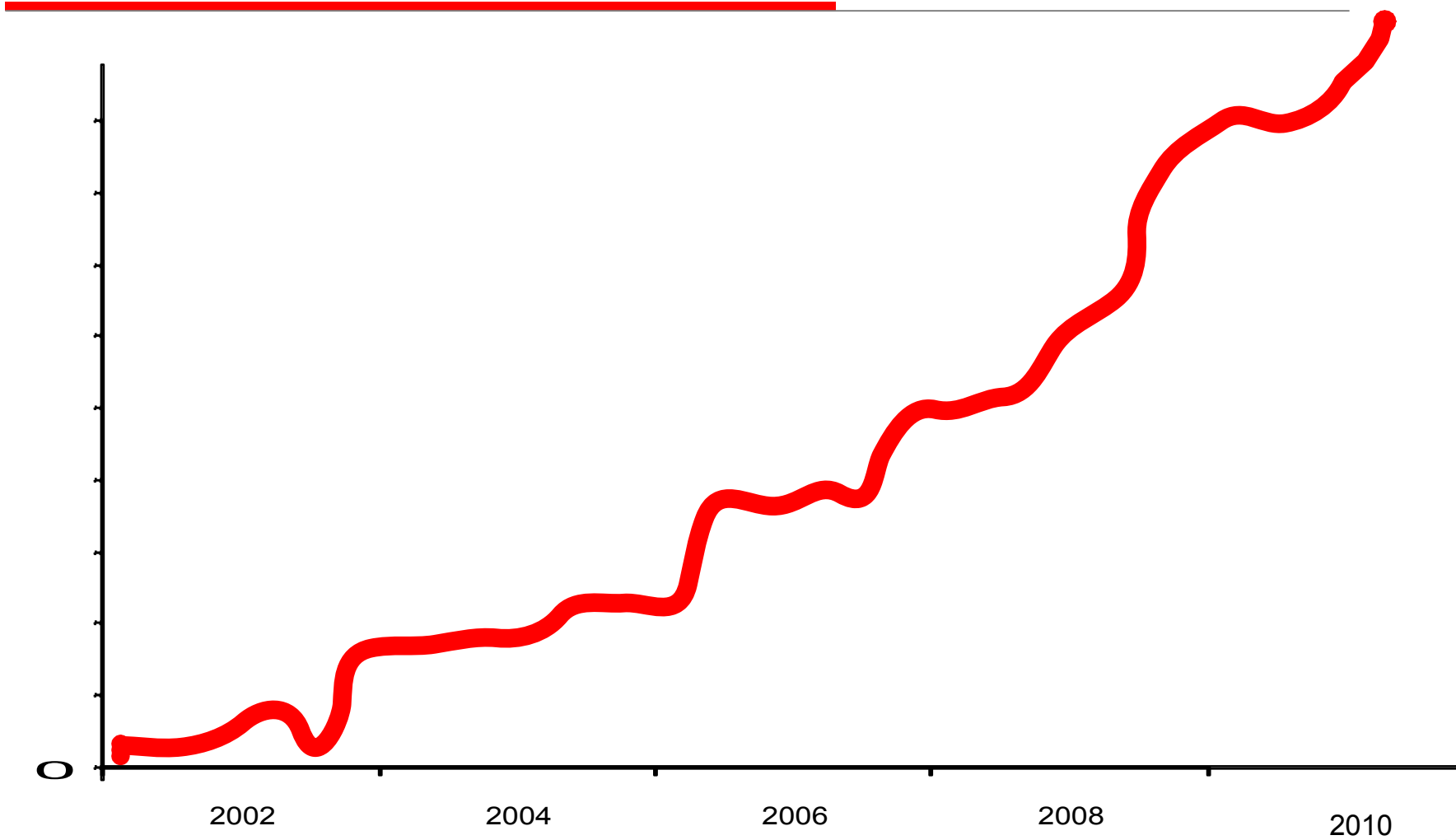
OS Reviews

"Bacula suddenly looks like Heaven on earth"

"A fantastic network backup system."



Over 1 Million Downloads



Bacula Overview

- **Founded:**
 - Bacula project founded in 2000 by Kern Sibbald
- **Technology:**
 - Modern, Open Source networked backup and data verification solution.
- **Mission:**
 - To offer an enterprise class, mission-critical backup solution that enable Fortune 5000 organizations to **backup and restore** data while meeting industry requirements and reducing costs by a factor of 10.



Why Bacula Systems?



- **Better Software**

- Peer Review
- Very high quality code
- Innovation through OSS Community



- **Better Service**

- More responsive
- Transparency
- Highest-level expertise

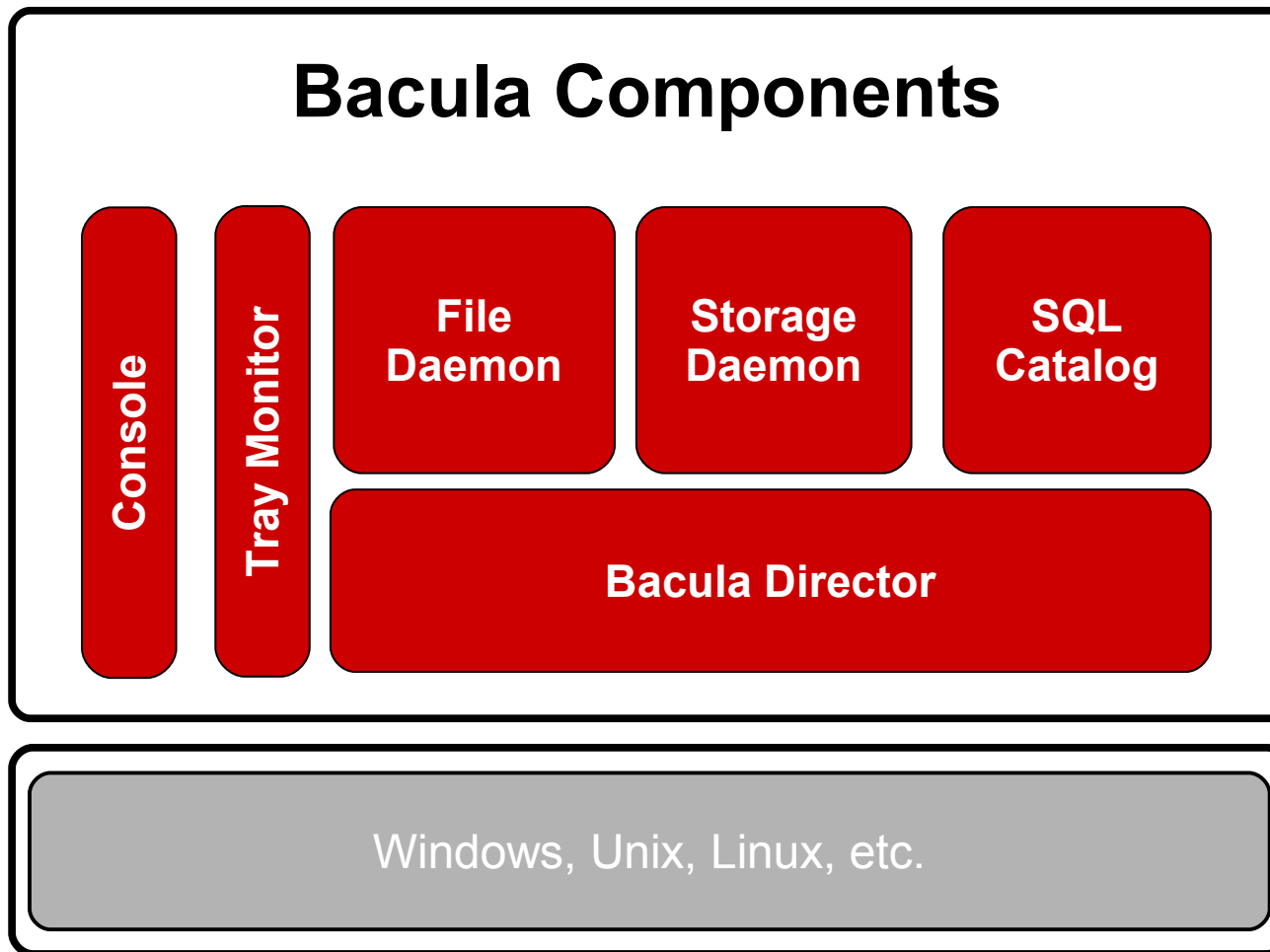


- **Better Value**

- Zero License Fees
- Freedom from Vendor Lock-in
- Elimination of Linear Costs



Simple, modular design.



Bacula Subscription Components

Technical Support

Maintenance Guidance

Certified Software





"Bacula Systems Professional Services has allowed us to make the transition from proprietary backup software, and escape vendor lock-in. Its backup solution is safe, dependable, and delivers high performance.

Bacula Systems support services are very high quality"

- Salim Gasmi, CTO, SdV Plurimédia.

With more than **1000 servers** deployed, **SdV** provides Internet solutions for high profile customers. This includes international firms such as **BNP Paribas** and French daily newspapers including **Le Figaro**. **With Bacula Systems**, SdV ensures complete data backup, protection, and 24/7 uptime.



Q: Why Bacula?

A: Industry Leading Support.



*“We’ve found an enterprise class scalable solution, with zero-cost license and **superior professional service from the expert developers behind the technology.**”*

– Klaus Horak, Director of Technology, **Bank Austria**

	Standard	Bronze	Silver	Gold
Support Channel	Web	Web and Phone	Web and Phone	Web and Phone
Authorized Contacts	1	2	3	5
Response Times	<i>(24/7 response contracts also available on request)</i>			
Severity 1	1 Business Day	6 Business Hours	4 Business Hours	1 Business Hour

- Bacula Professional Support Engineers are *experts in backup technology*



What's in a Bacula Systems Subscription?

- **Highest-quality support:** From the Bacula support team and its lead developers
- **Product access:** Bacula Systems Enterprise Edition; Certified Binaries; documentation
- **Updates:** Regular updates providing version upgrades, new features, etc. Never be charged for upgrading software!
- **Patches:** Fast bug fixes and security errata
- **Flexibility:** Subscriptions are not version-specific, so access to, and support for previous version is included
- **Bacula Customer Support Portal:** Connect directly to Bacula support staff if necessary, open and track support cases in real-time, and download certified patches and updates
- **Support:** Multiple support services providing unlimited incidents and coverage up to 24x7 with 1 hour response
- **Long term stability:** Multi-year support and update policies for all Bacula Systems software



Bacula Systems

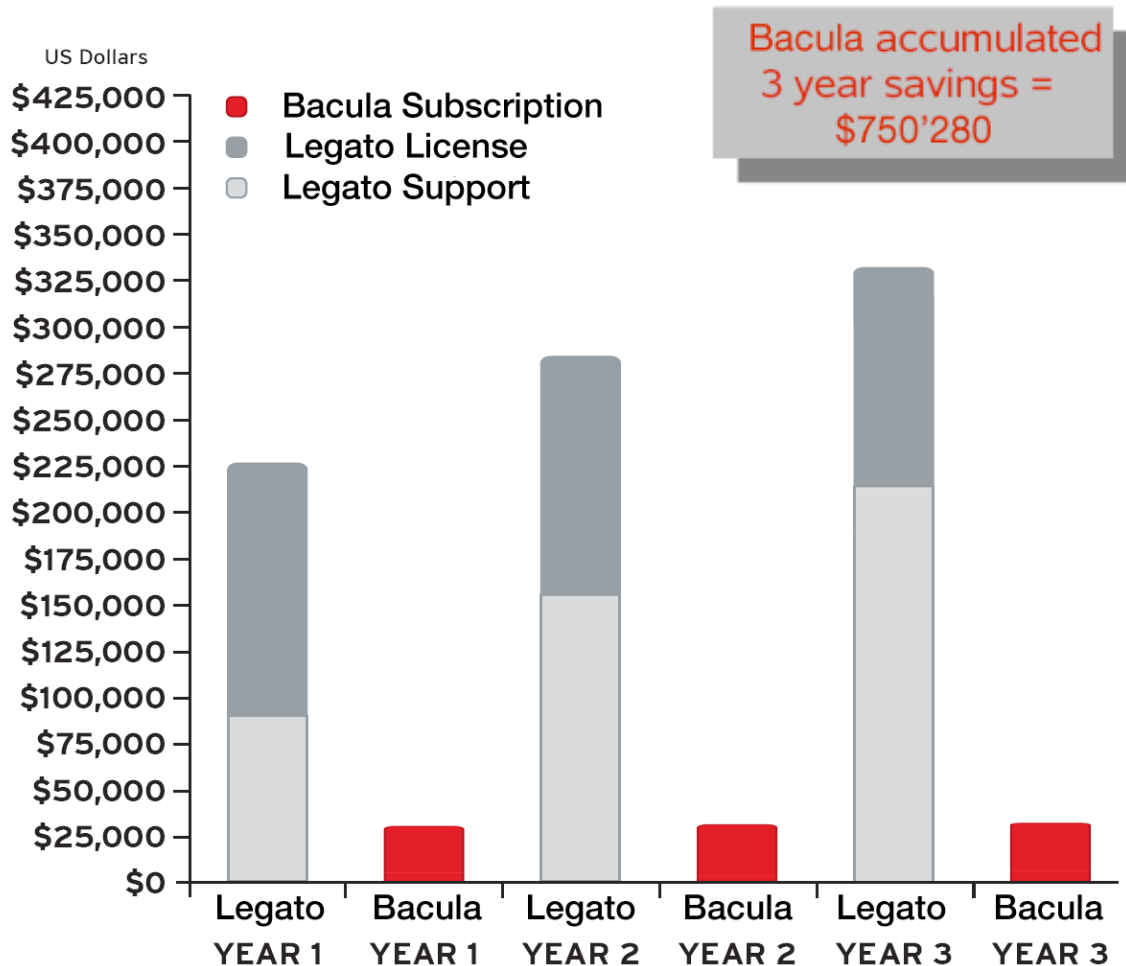
Certified Training Services

- **Current Course Offerings**
 - Bacula Introduction Course
 - Bacula Advanced course
- **Public Training**
 - Regularly scheduled in Europe
- **Onsite Training**
 - Cost effective for larger development teams
 - Reduce travel and disruption
- **Certification Exam Available**
 - Guaranteed level of technical competence



Q. Why Bacula?

A: Significantly Lower TCO.



“With Bacula's solution, we experienced a significant turnaround in reliability. Thanks to its modern architecture, Bacula has provided us with the ability to offer advanced services to our customers”

- Neil Lathwood, IT Director of UKFast



Lowering TCO: Bank Austria



- Bank Austria is the largest bank in Austria.

- Bank Austria employees 15,000 staff

Challenge:

- Needed to significantly reduce IT costs

Solution:

- Needed replacement for expensive Legato Technology

Benefits:

- Increased reliability and better exploitation of hardware
- No vendor lock-in
- Estimated savings of **390 thousand** over next five years

“Bacula was able to deliver the performance that was required and had the professional support necessary to enable us to confidently deploy the software in a production environment.”

Klaus Horak, Manager of IT Solutions.



Growing Datacenters: Netlog



Netlog is an online social portal, and has more than 63 million members throughout Europe

Challenge:

- Data volume constantly growing; needed a solution that scales very well, yet flexible enough to support its many different systems.

Solution:

- Support contract with Bacula Systems

Benefits:

- Netlog now relies on Bacula Systems' technology and support services to meet its mission-critical data backup requirements.

*“As we grew, backups were taking longer and longer to complete. We then decided to take a support contract with Bacula Systems. They have helped us in optimizing our configuration, and now backups are completed almost **twice as fast as before**”.*

Nicolas Van Eenaeme, Director of ITS, Netlog



More Strategic Partnerships



INGRES



Bacula Systems' Philosophy

- Committed to open source
- Accelerated Development for Bacula project
- Engaged with large enterprises and large datacenters
- Help companies achieve their goals.
- Continually improve and develop our service.
- Educate the IT industry about Bacula
- Be accountable and trustworthy.
- Deliver technology backed by solid support
- Promote how amazing open source backup can be!



Summary

Reliable

- Committed to Open Source
- Accelerated Development
- Industry-leading Support

Open

- Continuous improvement
- Open standards-based

Economical

- Significantly lower Total Cost of Ownership
- Educate the IT industry about Bacula
- Bring Open Source to the professional IT environment

