onapp

dynaCLOUD launches BDSG-compliant cloud hosting for German finance companies, powered by OnApp

German finance companies can now enjoy the flexibility and cost benefits of the cloud in full compliance with strict financial regulations - thanks to dynaCLOUD, a new range of cloud hosting services from Dolphin IT Services GmbH.

Founded in 2005, Dolphin specializes in application development, hosting and professional services for business customers, particularly in the financial sector. Dolphin is one of the few companies able to meet the technical and legal requirements for hosted finance applications in Germany. Now Dolphin has launched dynaCLOUD, a new range of cloud services powered by OnApp.

With dynaCLOUD , German finance companies can get secure, audited cloud hosting services for their business applications and data, with custom SLAs that comply with the Bundesdatenschutzgesetz (BDSG), Germany's national data security legislation.

"A couple of years ago it was clear that our banking and insurance customers were looking for a roadmap to the cloud, a way to introduce the cost and flexibility benefits without compromising security or compliance, " says Andreas Kunter, CEO of Dolphin IT Services.

"Everything we do, from our internal workflow and data management, to application development and data center security processes, is designed for the regulatory environment our clients work in. That's a key differentiator for our clients, and we wanted to combine that with the benefits of the cloud," he adds.

Choosing a cloud platform

Dolphin began looking for its new cloud platform in 2011. The team already had a good deal of virtualization experience, and so had clear requirements in mind.

"We needed a platform that was very stable, very reliable and was backed up by first-class support," Andreas explains. "It had to be Linux-based, and it had to be designed with the real principles of the cloud at heart: self-service, rock-solid failover, real scalability, and enough flexibility to let us design services for the very specific needs of our clients."

The team looked at a number of different products before choosing OnApp, including the open source cloud platform OpenStack. "OpenStack looked interesting because it's supported by so many big industry names, but there's just so much functionality missing," says Andreas. "The control panel, self provisioning, billing, all kinds of basic cloud management features."

"We could have built those things in-house," he adds, "but making cloud platforms work isn't why we're in business. With OnApp we got everything we needed, out of the box, so we could focus on what's really important - designing, launching and supporting the cloud service our customers need."

dyna**CLOUD**

Website: www.dynacloud.de

OnApp go-live: February 2012

Summary:

> Comprehensive cloud management feature-set speeds time to market

> Easy to use cloud control panel enables customer self-service and reduces support calls

> Flexible cloud platform supports multiple & private cloud services

> First-class support included at no extra cost

"OnApp software is very reliable, and the support is truly excellent - it puts some of the largest vendors we work with to shame"

Andreas Kunter,
CEO, Dolphin IT Services

Case study dynaCLOUD

Rapid implementation, thorough testing

Dolphin's new dynaCLOUD service launched in February 2012. Implementation was extremely fast, but the company spent months conducting rigorous testing before launch. Andreas explains:

"OnApp is very easy to deploy, and our base cloud was up and running in less than two days. It was easy to integrate with our billing system using OnApp's integration modules. The main thing we spent time on was very thorough testing, to make sure our customers could trust the new service. And they do."

One platform, many cloud services

Using OnApp, Dolphin has created a wide range of hosting services under the dynaCLOUD brand. Its clients can now buy packaged computing resources for a fixed monthly fee; flexible cloud resources with hourly billing; cloud-based Virtual Private Servers; a full Virtual Data Center service; and private clouds operating on exclusive hardware.

"For our banking and insurance customers, the real focus is on virtual data centers," explains Andreas. "You get your own IP range, and you have maximum flexibility to configure internal servers and Internet-facing servers as you wish."

A typical virtual data center deployment might consist of a firewall server, application server and database server, running a custom Dolphin application - sales, e-commerce or contract management, for example - or a client's application of choice.

Customer feedback

The benefits of dynaCLOUD are particularly clear for customers moving from a physical hosting environment. Instead of paying for multiple dedicated servers they can provision a single cloud service, with the option to expand their IT resources on demand.

"Customer feedback has been 100% positive so far," says Andreas. "They like the OnApp control panel - it's easy to use, and that also cuts the number of support requests we get. I think there is real surprise at just how effective failover and scaling is in our cloud, and of course they still get the benefit of our regulatory compliance, our financial experience and our custom SLAs too."

The future - from IaaS to SaaS

Dolphin plans to expand its cloud with new Software as a Service products. It has created a unique application framework for insurance companies, and this will form the basis of a new software offering for its customers.

"With OnApp we can easily create a VM image containing our application framework, so customers can deploy it in a few seconds
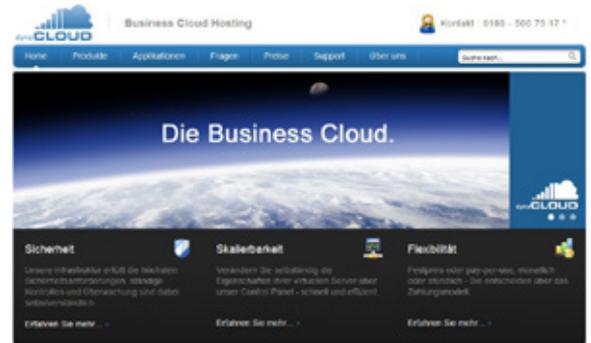
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Andreas Kunter,
CEO, Dolphin IT Services

when they set up servers in our cloud," says Andreas. "Moving from Infrastructure as a Service to Software as a Service is another way we can keep adding value to our clients, and stay a few more steps ahead of the competition."

"We're very happy with our cloud," he says. "OnApp software is very reliable, and the support is truly excellent - it puts some of the largest vendors we work with to shame, and there is no additional support cost. We're excited about new product developments like OnApp Storage, too - it could really revolutionize the way we handle storage for our cloud."

"The cloud represents about ten per cent of our business today: with OnApp we're confident that number will grow quickly in the future," he concludes.

Learn more about dynaCLOUD at http://www.dynacloud.de.

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