



#### CUSTOMER STORY

### PRAGYA SYSTEMS

Pragya Systems' SaaS Resiliency Increased  
by 300% with Commvault Cloud Rewind



Industry  
Education

Headquarters  
Boston, USA

## BACKGROUND

This Boston-based EdTech company was founded with a vision of significantly improving the quality and relevance of higher education while reducing its cost. They launched a new class of higher education technology focused on dramatically simplifying the flow of information on and off campuses for students, faculty, administrators, alumni, and employers.

## CHALLENGE

Pragya Systems needed to run their EdTech SaaS application with the highest availability possible so their large universities customers can rely on it every day. They ensure at least 99.9% SLA and needed to accommodate seasonally varying student engagement workloads on their systems. For instance, during the peak admissions season, the system is not only expected to scale to accommodate performance requirements but also available without any disruptions. Being a SaaS product, they are required to update their application without disrupting on-going operations to accommodate new features as well as bug fixes.

Along with the system availability requirements challenges, the company also experienced skill shortages to deal with their cloud infrastructure operations. They did not want to deal with cloud infrastructure operations, in particular, system resilience with backup and recovery for production environments. They did not want to deal with cloud service(s) disruptions nor write complicated infrastructure-as-code as it is not their main focus of the business. They simply wanted their application environments to work continuously to deliver the promised SLAs to their customers and avoid paying penalties.

In addition, their DevOps engineers wanted to have copies of their application environments as close as possible to the production so they can run performance, integration and feature testing. Once in a while, some customers wanted specific reports that required them to make an on-demand copy of the environment for a short period of time. With all these requirements, they did not want their cloud bill to be under control as dormant snapshots and environment copies could push their cloud bill unexpectedly.

## KEY OUTPUTS



With Commvault Cloud Rewind, our enterprise-class service for higher-ed students and universities achieves seamless global scalability and resiliency. Cloud Rewind makes it easy for us to deliver and manage all of this with a simple UI.

CEO & Founder  
Pragya Systems

Increased speed  
of application  
feature delivery by

**5x**

Decreased  
cloud ops  
cost by

**50%**

Decreased  
SaaS  
downtime by

**95%**

### SOLUTION

Pragya Systems started using Appranix (now known as Commvault Cloud Rewind) in February 2018. They manage four separate environments – four production, three QA and one staging environments. All their environments run on the Google Cloud Platform IaaS. All the production database platforms, caching systems, search systems are deployed and protected by the solution for high availability and resiliency to deliver the required SLAs by their end user customers. Their CI/CD pipelines automatically deploy changes to application environments with necessary triggers to protect using Cloud Rewind.

The company manages all their environments with a single Site Reliability Engineer. In the case of service failures or cloud infrastructure failures in a particular zone, they roll-back an entire application environment to a previous infrastructure state using Commvault Cloud Rewind's Application Environment Time Machine capability. They can restore services even if a cloud regional failure occurs. They also selectively switch a search or cache or database platform from one region to another region without affecting end-user application connectivity.

To deliver their SaaS resiliency with backup, all their production environments are protected with an hourly backup and 30-day retention. They can recover entire production application environments with a click of a button at any point-in-time from the Application Environment Time Machine. They also periodically refresh their staging and QA environment with production environment copies so they can test with realworld data.

### EDTECH COMPANY ADDED VALUE

From the project inception, Commvault Cloud Rewind worked with Pragya Systems' DevOps team to integrate their CI/CD pipeline with its Cloud Application Resilience system. Commvault Cloud Rewind's inhouse Site Reliability Engineering practices were also adopted by the company. Cloud Rewind uses their own platform to provide 99.9% reliability and availability to our customers.

### ABOUT PRAGYA SYSTEMS

Pragya Systems is an independent, privately owned technology company focused in solving three large problems confronting every two and four year higher-ed institution; Facilitating Student Success in an era of information overload on the outside, and multiple campus systems that are not connected on the inside; Bridging to Work in uncertain job markets, where the alignment between academic programs and career relevance is critical; Organizing Campus Systems by uniting data and information in multiple campus systems for singular student, faculty and campus needs.

To learn more, visit [commvault.com](https://commvault.com)