aws marketplace

Zadara

Reviews, tips, and advice from real users

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Product Recap

Zadara

Zadara Recap

Zadara is a powerful enterprise-level storage solution whose design enables it to handle every aspect of a user's data storage needs. It can be deployed in any location, using any protocol, and storing any data type that an organization requires. With Zadara, organizations can do everything that they were able to do with more traditional systems in a cheaper and more efficient way.

Zadara Benefits

Some of the ways that organizations can benefit by choosing to deploy Zadara include:

- **Security.** Zadara is built with data security in mind. All of a user's data is heavily encrypted by Zadara's software so that it is safe both while it is in storage and while it is being transferred somewhere else. It comes with role-based access controls that prevent a user's data from being seen by those who lack the proper level of authorization. It also comes with dual-factor authentication and other similar methods of identity management.

- **Reduced costs.** While Zadara offers enterprise-level storage capabilities, the costs associated with utilizing it are far less than those of similar solutions. Some of the resources that it offers are totally free of cost. The model that it utilizes is a pay-as-you-go model. Organizations only pay for the resources that they use and nothing more. Users are not required to sign up for any particular period of time. They are in complete and total control of what they spend on the solution.

- **Storage efficiency.** Zadara ensures that users are able to store their data in the most efficient way possible. It takes a number of approaches that prevent insufficient data storage. These approaches are:

1. **Thin-provision volumes.** This method only allows actually written data to be counted toward the storage capacity that is consumed.

2. **Pattern removal.** Zadara searches a user's stored data for repetitive binary sequences. Once it identifies the repetitive binary sequences, it deletes them.

3. **Inline deduplication (all-flash only).** This method ensures that Zadara only stores unique data blocks in its system.

4. **Inline compression.** Zadara takes data that is stored in its system and compresses it. This keeps larger blocks of data from taking up too much room.

Zadara Features

- **Centralized management.** Zadara comes with a centralized dashboard that enables

organizations to monitor and control their storage operations from a single location.

- **File analytics.** Organizations can leverage a powerful analytics package that can provide them with critical insights. These tools can help users sort through their data and make more informed data management decisions.

- **Remote mirroring.** This feature enables users to replicate data in two remote locations at the same time. This makes it easy for data to be recovered in the event of an unexpected loss. It also aids remote teams in their collaboration efforts by giving them access to the same data at the same time.

Reviews from Real Users

Zadara is a highly effective solution that stands out when compared to many of its competitors. Two major advantages it offers are its extensive suite of cloud solution integrations and its object storage capability.

Steve H., the chief technology officer at Pratum, writes, "One of the most valuable features is its integration with other cloud solutions. We have a presence within Amazon EC2 and we leverage computer instances there. Being able to integrate with computing, both locally within Zadara, as well as with other cloud vendors such as Amazon, is very helpful, while also being able to maintain extremely low latency between those connections."

Mauro R., the CEO of Momit SRL, says, "The object storage feature is wonderful. With traditional storage, you have a cost per gigabyte that is extremely high or related to the number of disks. With Zadara Storage Cloud, you have a cost per gigabyte that you can cut and tailor to your needs independent of the number or size of the disks."

Valuable Features

Excerpts from real customer reviews on PeerSpot:

✔ "I find Zadara's user-friendliness from both the customer and engineering perspectives highly appreciated."

Kirubel Behailu
Cloud System Engineer at cloud251

✔ "Zadara saves both time and money."

KirillKolesnikov
IT Technical Architect at AVALIS

✔ "It provides very satisfactory storage performance."

Verified user
Vice President, Head of Infrastructure, Information Systems Group at a financial services firm with 10,001+ employees

✔ "One of the most valuable features is its integration with other cloud solutions. We have a presence within Amazon EC2 and we leverage compute instances in there. Being able to integrate with compute, both locally within Zadara, as well as with other cloud vendors such as Amazon, is very helpful, while also being able to maintain extremely low latency between those connections."

Steve Healey
CTO at Pratum

✔ "Zadara Storage Cloud having 24/7 management saves me support and engineering costs because the storage and computing are managed by a third-party. We are able to focus more attention on the customer, which is truly our core business. Even at 1:00 AM or 2:00 AM at night, someone will answer, which is important."

Mauro Razzetti
CEO at Momit Srl

✔ "One of the most useful features is that they provide iSCSI as a service."

Reviewer429856
Chief Information Officer at a tech services company with 11-50 employees

✔ "It's very easy to expand and compared to other storage systems that we've used, it's a lot more expandable and a lot more flexible in how it's deployed."

Verified user

Platform and Infrastructure Manager at a tech services company with 1,001-5,000 employees

What users had to say about valuable features:

Zadara's troubleshooting feature is very valuable for me. After the last update, managing the product became easier. Management is more straightforward and useful. These improvements are crucial for my operations.

KirillKolesnikov
IT Technical Architect at AVALIS

Read full review ↗

"Zadara is all-flash so it has a very high IOPS. The speed of the box and what you call the IOPS, the IO operations per second, works very well. The processing is much faster with this product.

Technical support has been great.

The scalability is very good. ."

Verified user
Chief IT Architect at a tech services company with 10,001+ employees

Read full review ↗

"The object storage feature is wonderful. With traditional storage, you have a cost per gigabyte that is extremely high or related to the number of disks. With Zadara Storage Cloud, you have a cost per gigabyte that you can cut and tailor to your needs independent from the number or size of the disks.

We have a lot of tenants, so there is a lot of core and memory under pressure in this service. The good thing is that every single tenant is isolated and defined into their computer engine. This means that a customer is not able to create a problem for another customer, even if they get attacked, spoofed, or run malware.

It is absolutely important that the solution provides drive options such as SSD, NL-SAS, and SSD cache because we have a lot of customers. As managed service providers, we have all kinds of solutions. We have a customer that only has five servers, which means very few I/O disks. However, we also have a system with a cluster of databases that requires high IOPS, which means SSD, NVMe, and all the latest, fastest technologies.."

Mauro Razzetti   Read full review ↗
CEO at Momit Srl

"The most valuable feature is the different tiers of storage, as it allows us to do some nice bespoke things. Depending on what the customer wants to do, we can provide those three different tiers of storage. This is good because we can be competitive with the pricing so that we're not overselling the high-end storage every time.

A nice feature is the immutable object storage, which can be used in conjunction with Veeam. This was something that they brought out more than a year ago and is quite nice, in particular for our customers who are using our Backup as a Service. This is a USP that we have at the moment.

The ability to take almost instant snapshots is very attractive for us because we are able to expand. Currently, we have one cluster in our data center and we're going to build out a second multi-zone environment in another data center. The snapshots are attractive because we've got very high-speed, dark fiber between those two locations. It means that we can do almost real-time replication between Zadara centers, which will allow us to create some really nice solutions for our customers, particularly for disaster recovery.

It is important that Zadara supports multiple protocols, although, for some of our customers, it's completely over their heads. From the cloud engineers' perspective, it is very important because they are able to architect the solutions in the way that they wish. I wouldn't necessarily say that it is a key USP when we go to customers, however.

It is an advantage that this product integrates with all of the public cloud providers and private clouds, although it isn't the highest thing on our priority list.."

Reviewer75940   Read full review [↗]
CTO at a tech services company with 51-200 employees

"One of the most valuable features is its integration with other cloud solutions. We have a presence within Amazon EC2 and we leverage compute instances in there. Being able to integrate with compute, both locally within Zadara, as well as with other cloud vendors such as Amazon, is very helpful, while also being able to maintain extremely low latency between those connections. We have leveraged 10-Gig direct connections between them to be able to hook up the storage element within Zadara with the cloud platforms such as Amazon EC2. That is one of the primary technical driving factors.

The other large one is the partnership and the managed service offering from Zadara. That means they have a vested interest and are able to understand any issues or problems that we have. They are there to help identify and work through them and come to solutions for us. We have a unique workload, so problems that we may have to identify and work through could be unique to us. Other customers that are just looking to manage a smaller amount of data would not ever identify or have to work through the kinds of things we do. Having a partner that is interested in helping to work through those issues, and make recommendations based on their expertise, is very valuable to us.

Zadara's dedicated cores and memory provide us with a single-tenant experience. We are multi-tenant in that we manage multiple organizations and customers within our environment. We send all of that data to that single-tenant management aspect within Zadara. We have a couple of different virtual, private storage arrays, a couple of them in high-availability. The I/O engine type we're leveraging is the 2400s.

We also have disaster recovery set up on the other side of the U.S. for replication and remote mirroring. Being able to manage that within the platform allows us to add additional storage ourselves, to change the configuration of the VPSA to scale up or scale down, and to make any changes to meet budgetary needs. It truly allows us to manage things from a performance standpoint as well. We can also rely upon Zadara, as a managed-services provider, to manage those requests on our behalf. In the event that we needed to submit a ticket and say, "Hey, can you add additional storage or volumes?" it's very helpful to have them leverage their time

and expertise to perform that on our behalf.

It is also very important that Zadara provides drive options such as SSD, NL-SAS, and SSD cache, for our workload in particular. We require our data to not only be accessible, but to be fast. Typically, most stored data that is hotter or more active is pushed onto faster storage, something like flash cache. The flash cache we began with during our first year with Zadara worked pretty well initially. But our workload being a little unique, after that, the volume of data exceeded the kind of logic that can be used in that type of cache. It just looks at what data is most frequently accessed. Usually the "first in" is on that hot flash cache, and our workload was a little bit more random than that, so we weren't getting as much of the benefit from that flash cache.

The fact that Zadara provides us with the ability to actually add a hybrid of both SSDs and SATA allows us to specifically designate what volumes and what data should be on those faster drives, while still taking into account budget constraints. That way, we can manage that hybrid and reduce the performance on some of the drives that are housing data that is really being stored long-term and not accessed. Having that hybrid capability has tremendously helped with the flexibility to manage our needs from a performance standpoint as well as a cost perspective.

As far as I know, they also have solid support for the major cloud vendors out there, in addition to some others that I hadn't heard of. But they certainly support Amazon EC2 and Google and Rackspace, among others. Those integrations are very important. Most organizations have some sort of a cloud presence today, whether they're hosting certain servers or compute instances or some other workload out in the cloud. Being able to integrate with the cloud and obtain data and store data, especially with all these next-generation threats and things like ransomware out there, is important. Having backups and storage locations that you can push data to, offsite, or integrate with, is definitely key..″

Steve Healey
Read full review ↗
CTO at Pratum

"One of the most useful features is that they provide iSCSI as a service. That was very useful for us because it allows us to simply mount their storage into our servers and just utilize it as if the storage is local. That's number one.

Number two, their reliability and fault tolerance, is really unmatched. We were able to upgrade our storage, add more drives, add volumes, replicate volumes, and change sizes of volumes, all with zero downtime. It's very impressive.

These two features are extremely useful for us. The iSCSI as a service, as well as the fact that the system is highly resilient for fault tolerance.

We typically use iSCSI and to a lesser degree, object storage. We have not been using NFS, so I can't comment on that, but the fact that the solution offers all of those is certainly a big differentiator for people who are looking for those kinds of solutions. It means that they don't have to have multiple vendors or multiple systems to put together to support those different solutions.

For example, if I need to have S3, I don't have to go to Amazon or anybody else because I have it available within Zadara. iSCSI is exceptionally rare to find as a service and the fact that they support it is a major competitive advantage, and the same is true with CIFS and NFS. You would need extra plugins and extra add-ons from other vendors like VMware in order for you to do this, but Zadara does it out of the box, which is nice.

Zadara can be configured for on-premises, colocation, and cloud-based deployments and we use a mixed-mode. We provide our services in a cloud capacity but we're not in the public cloud. We're not in AWS or Azure, for example. We have our own private cloud and Zadara is working beautifully in this hybrid mode. They do have an on-premises solution as well, which we have not yet taken advantage of but we are planning to.

The fact that they can provide us services that are outside of our data center is of utmost importance. If something happens to my data center, I know that I have an off-site remote, either backup or remote system that I can tap into and continue

my operations. The fact that they can provide me an on-premises solution, which is really the entire stack in my data center, where I need it to be low latency and high capacity storage, is certainly something that we'll be looking into. It's nice to know that those options are available from the same vendor.

At this point, we only use Zadara for storage, but we are about to use some of the other services. In terms of agility, the platform has been working flawlessly. All their SLAs have been met. We have been adding more storage, we have been upgrading from one engine to another, and all of that was happening without any kind of outage.

I would categorize Zadara as elastic in all directions for the fact that we can add more capacity on the fly. We can add more drives or more cache storage. We can increase the engine if we need to have it faster with more memory, or with more CPU power. The fact that we can do all of that with a click of a button and it happens, it's provisioned relatively quickly, and we pay by the hour rather than paying for it outright, allows us to scale without letting them know. It is easy because they don't have to provision special hardware just for us and it can happen fast. For example, if all of a sudden my business experiences an increase, I can react within the hour. Any change to the billing is reflected immediately.

Using this solution has increased performance in our environment because we can offload storage capacity elsewhere, which we know is infinite in size. This alleviates a lot of the headaches, it's been consistent, and it has worked pretty well. It would be difficult to estimate our performance increase because we don't measure it.

Our data center footprint has been reduced using Zadara. We have fewer storage systems today in our data center which means less power consumption, less environmental impact, less heat, and they take up a smaller physical footprint on the racks. I cannot say exactly how much, but it's definitely at least half a rack.

In terms of saving resources and redeploying people to more strategic projects, I can say that it allows us to support more storage with the same number of people. But, I cannot say that the next time I would have bought storage, I would have had

to add another person. I really cannot make that kind of a distinction. The only exception I can say is that they are helping us in our West Coast data center because over there, I do not have any staff. The fact that Zadara is helping me with storage, certainly I can say that there would have been a staff member managing the on-premises storage locally. Instead, Zadara is taking care of that, leaving me with requirements for one less person.."

Reviewer429856   Read full review ↗

Chief Information Officer at a tech services company with 11-50 employees

Other Solutions Considered

"Prior to Zadara, we used an on-premises solution that was built from products by Nimble and Dell storage. We switched because of Zadara's reliability record and because of their architecture, which is fully fault-tolerant and has a six nines uptime guarantee.

It allows us to have upgrades without having any kind of interruptions and the fact that it's managed remotely, to us, is the biggest advantage.."

Reviewer429856   Read full review ↗
Chief Information Officer at a tech services company with 11-50 employees

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"We have looked at other options of this kind, but Zadara was the only one that could give us the overall package that we were looking for. Specifically, with respect to the iSCSI service, we could not find anyone else who could do it at that scale.

We looked at Nasuni, as well as a couple of others that I think have been absorbed by other providers.."

Reviewer429856   Read full review ↗
Chief Information Officer at a tech services company with 11-50 employees

"This was a completely new implementation. Before Zadara Storage Cloud, everything was based on the NetApp platform. However, NetApp is traditional storage while Zadara Storage Cloud is software-defined storage, which is much better.

They reduced our data center footprint by a lot. Before Zadara Storage Cloud, we wasted a lot of time managing storage with NetApp. This means, at a certain point, we had three engineers dedicated for storage. It was something complicated to manage, taking a huge effort. With Zadara Storage Cloud, all that was reduced to zero, which is very good.."

Mauro Razzetti
CEO at Momit Srl

Read full review [↗]

"This was a new implementation. We did have some Synology NAS's that we were running many years ago, where we were managing our own volumes. We were managing our own disks and the SSD cache and the SATA or the SAS drives that were connected to them. Being able to scale on demand, and being able to get out of our security operation center, and not having to purchase hardware upfront, has drastically reduced the overhead that was required to maintain our information. We have also gained additional capabilities in terms of speed of replicating that information. This has been a tremendous help.."

Steve Healey
CTO at Pratum

Read full review [↗]

"We looked at other providers as well. I was impressed with Zadara from day one. I still remember to this day, filling out their online form when seeking additional information. We had a couple of specific business requirements at the time, around our workload requirements and we needed a single NFS mount point and a single volume that could retain a significant amount of data, but also grow substantially over the years. We had performance requirements for that. We put that request into their online form and my phone rang within about seven minutes of hitting that submit button.

Since then, the experience has been the same throughout, which is pretty hard when they had set the bar that high with that quick of a response. We've had similar experiences with them when we've opened support tickets, or we've had some sort of a technical question or some sort of urgent requests. We've been able to get a hold of them every single time. Their escalation points are available to us as well, but their support team and engineers are very efficient, very quick, and more than happy to provide their expertise and recommendations to us whenever necessary.

It's been quite some time since we went through the evaluation process, but the others were different NFS providers. We were looking for ones that integrated with Amazon. One might be called SoftNAS and there was another vendor out there that was at the top of the list when you searched for "NFS and Amazon". We also looked at how to manage things directly within Amazon itself. One of the factors that ruled out several providers was cost. They were way too expensive for the volume of data that we needed and the speed at which we needed to be able to manage it. There aren't a lot of providers that can do that.."

Steve Healey
CTO at Pratum

Read full review ↗

"We were looking at solutions to put both our data and the customer's data. We were looking for something that was secure, strong, and with cloud logic. Zadara Storage Cloud was the best option to answer this.

We made an extreme, strict case study with most of the brands, e.g., Infinidat, DataCore, and Pure Storage. We evaluated a lot of solutions. The last solution, but not least, was Zadara Storage Cloud since it was not present in Italy. At the end of the day, we decided for a product that was completely new for the market. When Pure Storage, DataCore, Infinidat, and other brands still had their representatives in Italy, Zadara didn't. So, this was a little bit tricky, but we did it. We chose Zadara for all the features and pluses that they had versus the other solutions.

Zadara Storage Cloud vs DataCore: DataCore has a good feature for auto-scaling, while Zadara Storage Cloud is missing that feature. However, Zadara Storage Cloud has the object storage part, while DataCore completely missed that part. For us, it was more important to have another avenue into the market, object storage, compared to the auto-tiering system. Today, we just size into a SATA disk with flash cache or SSD drives, and we are stuck with the disk. Now, Zadara is coming out with the feature of auto-tiering. Three years ago, they completely missed this feature.

We would still choose Zadara Storage Cloud because they were able to provide object storage. If you take Zadara Storage Cloud against Pure Storage, it is wonderful because of its pay-as-you-grow, pay-per-use model. Pure Storage still would require us to size the entire system for the next two years, which is unacceptable and something that is complex for us.."

Mauro Razzetti
CEO at Momit Srl

Read full review ↗

ROI

Real user quotes about their ROI:

"The cost is not cheaper compared to AWS, and we have not seen the expected return on investment. Different regions also face digital pricing challenges.."

Kirubel Behailu
Cloud System Engineer at cloud251

Read full review ↗

"We have seen a return on our investment with Zadara storage, and it's because it has enabled us to deliver almost limitless capacity. As our business grows, we haven't had to have issues with forklift upgrades of storage, et cetera. It's enabled a very linear growth within our team and has meant that we haven't had to add any resources to the support team from our side to deal with that growth.."

Nick Barron
Chief Technology Officer at HARBOR SOLUTIONS LIMITED

Read full review ↗

"We cannot really put a price on stability, but having them in our corner is a major advantage.

Alternatively, I would have to pay HPE Nimble for storage that reaches end-of-life every five years, then have to buy a whole new storage system and then migrate all of it. As it is now, I don't have to do any of that stuff. The fact that I can upgrade and downgrade whenever I wish, without having any kind of interruptions, is a pretty good return.."

Reviewer429856   Read full review ↗
Chief Information Officer at a tech services company with 11-50 employees

"You cut costs. We have taken on a lot of customers who migrated from Azure or AWS to us just to save money, keeping Zadara as the storage.

For ROI, you can compare the cost of Zadara Storage Cloud with the cost of previously setup storage.."

Mauro Razzetti   Read full review ↗
CEO at Momit Srl

"Although it is difficult for me to estimate ROI, I can say that it's a pay as you grow model, so we haven't had to make a large investment in storage-related hardware. It means that anything that we have and anything that we paid Zadara for, we're making revenue from a customer.

To be clear, we will only implement storage for a customer once we have them. In this regard, given that we have had to invest very little, the return has been very large.

I can't say it saved us money because we didn't have this service before Zadara, but if we had to invest ourselves then it would have cost us a lot of money. Assuming that we would have broken even on the hardware by this point, three years later, when you consider the support and other factors, it would probably take a lot longer.."

Reviewer75940   Read full review [↗]
CTO at a tech services company with 51-200 employees

Use Case

"We are a managed service provider. We are basically working in a data center environment, managing the data of our customers. The number of our clients is around 100 today.."

Mauro Razzetti
CEO at Momit Srl

"We offer ongoing infrastructure support on behalf of customers. Zadara is a customer of the bank, which I work for. I'm also a vendor of the bank, however, we are taking care of the day-to-day. We maintain the solution in terms of day-to-day operations.

We use it as traditional disk storage, just like a normal SAN. We connect it to our SAN switch, and then from the SAN switch, it is also connected to the servers. We present the Zadara storage to those servers.."

Verified user
Chief IT Architect at a tech services company with 10,001+ employees

"Our customers are using Zadara for their research and development environments. We provide infrastructure for government projects, but we are often not fully aware of their specific usage.

I typically use it for our infrastructure and offer both Zadara and Microsoft Azure to our customers.."

Kirubel Behailu   Read full review ↗
Cloud System Engineer at cloud251

"We have a significant amount of data that is stored and retained. We have a rolling 365 days' worth of data. There are about 35,000 to 45,000 events per second that come into this solution and then get stored, long-term. That data also needs to be readily accessible, meaning that it can be searched on at any point in time. We have real-time security metrics that are run against that volume of data, so we need the data to not only be persistent and stored long-term, but also on fast storage arrays that can be readily accessed in a minimal amount of time. We've leveraged Zadara to house that storage as well as have it available to us so that we can query it very quickly.."

Steve Healey   Read full review ↗
CTO at Pratum

"Zadara provides us with storage, similar to the way IaaS does.

We have a data center in Miami and we need off-site storage, so we connect to Zadara through the Equinix Cloud Exchange, which is a dark fiber. It essentially bypasses the internet and allows many different Equinix data centers to connect to one another. Since we are on that particular network, Zadara is one of the service providers that allow us to consume services from them.

Essentially, we connect Miami to Ashburn, Virginia, and this is where we have a storage environment that can grow as quickly or as slowly as we need it to. Today, our use case is offloading our backups onto that storage, as well as doing a replication to our other data center, which is on the West coast.."

Reviewer429856   Read full review [↗]
Chief Information Officer at a tech services company with 11-50 employees

"We have several use cases for this product. Zadara provides the hardware and we build our services that are hosted on it.

They are responsible for building out the cloud hardware infrastructure and for us, it's a number of nodes and a number of disks attached to those nodes, with compute to manage everything. It also includes network infrastructure like switches for our data center.

They shipped all of the hardware to us, we installed it, and then we began to provide services with the support of Zadara. They share responsibility in management, providing the monitoring and management and the backend operations.

In some cases, we have just sold pure storage to our partners and customers. In other cases, what we provide is Infrastructure as a Service, which includes compute off of another platform that we have that isn't from Zadara, and the backend storage is with Zadara.

We also provide other services, including Backup as a Service. We provide the service with Veem as the backup solution. The backups are taken from the customer's environment and put onto Zadara storage in our data center.

We also offer disaster recovery as a service, where we provide the compute and the storage for disaster scenarios. A customer can spin up their entire environment on the VMs in our compute, and then their data is backed up and snapshotted into our storage on Zadara.."

Reviewer75940
CTO at a tech services company with 51-200 employees

Read full review ↗

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

"The initial setup of the solution is complex.

I had one customer where the setup took approximately one month and another customer with a smaller system took one week.."

KirillKolesnikov   Read full review ↗
IT Technical Architect at AVALIS

"I was not with the company when it was deployed, but through feedback from the people who were, my understanding is that the initial setup was very straightforward.

The deployment process took only a few days.."

Reviewer75940   Read full review ↗
CTO at a tech services company with 51-200 employees

"Today, it is definitely a complex environment. However, when we just started, we just got two servers without any switches and a network device. Using a simple scheme to interconnect everything with the colored cables, it was nearly impossible to get it wrong. The setup was extremely simple and easy. The entire process took no more than an hour or two hours.."

Mauro Razzetti
CEO at Momit Srl

Read full review ↗

"I was not involved in the deployment, however, I don't recall any problem there. The one who implemented it was a local distributor of Zadara here in the Philippines. They were the ones who did the setup.

We have two people who are assigned to maintenance. Behind them, we have the distributor as well. We are also connected to the main Zadara support, which is in Israel.."

Verified user
Chief IT Architect at a tech services company with 10,001+ employees

Read full review ↗

"The initial setup was pretty straightforward because we were on the Equinix Cloud Exchange. If you have the network and infrastructure to do it, it's straightforward, but Zadara is not the kind of product that you can simply connect to from your private cloud because it requires some homework. If you use the iSCSI with the IPSec tunnel then it will simplify a lot. In addition, if you're on the public cloud then connecting to Zadara is very simple and very quick.

If you have the infrastructure ready, it doesn't take more than a few hours. If you don't have the infrastructure ready then it depends on the setup in your data center. For example, you may have a cross-connect that connects to Zadara. The bottom line is that there are a lot of variables that go into the configuration and it's not a "one size fits all" kind of answer.."

Reviewer429856   Read full review ↗

Chief Information Officer at a tech services company with 11-50 employees

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"The initial setup process was straightforward. They jump on a phone call or a remote meeting with you to help walk you through and configure the environment. That process is about as simplified as you can get. Certainly, additional documentation is always helpful and they have documentation available. The support team is definitely available to answer any questions, even if they have to do with integrating with third-party cloud providers and setting up and configuring direct connects with Amazon EC2. They assisted us with recommendations on that to help ensure that all of those tunnels were built correctly.

We got things connected within a single day. It was about an hour of prep and another hour or hour and a half in a meeting to get it configured and hooked up. At that point, the data was spun up, we had access to it, and we began tuning configurations. It was a very quick process, probably an hour or two in total.

Our implementation was based on our core business requirements for setting up the access that our systems needed. Those were the primary driving factors. Zadara assisted in provisioning the environment and in configuring the connectivity. At that point, we were able to leverage our workload as needed to be able to access and store that information.

We have three people who work with Zadara, including me. One is a security engineer who has primarily been customizing some workloads on our side to be able to increase efficiency. He has worked on accessing some of those management features via an API. Our SOC manager is typically the one who would assist me in ensuring that things are configured properly, if we need to add storage or to monitor storage or increase the size of the VPSAs.

Having Zadara as that managed service provider has helped us in not having to retain additional staffing to help manage this. It's very easy and efficient for us to reach out with a support ticket to Zadara to ask them to make some type of change on our behalf. We have that down to between one to two people, with our SOC manager driving the majority of changes and making those requests to Zadara.."

Steve Healey   Read full review ↗

Customer Service and Support

I always have good experiences with customer service. I rate the technical support from Zadara as nine out of ten. Support is always good, and I have had no problems.

KirillKolesnikov
IT Technical Architect at AVALIS

"Their support is excellent. We've had a terrific experience in terms of the speed at which they've been able to respond to inquiries from us, as well as their ability to work with us and identify any recommendations for issues or performance concerns that have come up. They've even been able to escalate to the engineering teams to provide recommendations. They've been very involved with us and very committed to ensuring that we would be, and have been, successful with them.

They've been able to check all the boxes that we've needed. We've been extremely satisfied with their customer support and involvement.."

Steve Healey
CTO at Pratum

"We're an organization that runs 24/7, so the fact that Zadara comes with 24/7 management is hugely beneficial to us. Particularly on the customer deployments, the fact that we don't have to worry about those environments, where traditionally we'd have to look after them, means that we can focus on running our core backup technology rather than worrying about the underlying storage.

Overall, the support has been very good, both during our initial deployment and post-deployment. We've had no issues that they were not able to resolve and we have no problems with them whatsoever. Our account team is based in the UK and the support team is in the US.."

Nick Barron   Read full review ↗
Chief Technology Officer at HARBOR SOLUTIONS LIMITED

"Anytime we have any questions or we need support, they always have very senior people that are there and willing to help us.

The fact that the cloud services come with 24/7 management is something that's critical for us. For example, the team at Zadara has highlighted issues to us before we've noticed them or highlighted potential issues before they become issues. This gives us that confidence to backend our SLA to our customers on the service that we're getting from Zadara.

Having this level of support and their expertise has made it easier for our NOC, as well. While we have senior cloud engineers, we didn't need to train all of the lower-level engineers and then the NOC team to be experts in this product. If there's ever an issue with us, we have that support of Zadara in the background.."

Reviewer75940   Read full review ↗
CTO at a tech services company with 51-200 employees

"They have wonderful support because the guys from support will answer us in five minutes. They have great staffing in their support.

Zadara Storage Cloud having 24/7 management saves me support and engineering costs because the storage and computing are managed by a third-party. We are able to focus more attention on the customer, which is truly our core business. Even at 1:00 AM or 2:00 AM at night, someone will answer, which is important. It doesn't matter if they are from the USA or another time zone.

Zadara has an international team with proactive support who will warn us if anything goes wrong, e.g., a connection is missing or lost. This is definitely good.

If you are a potential customer evaluating platforms or solutions, they still provide support. Other vendors usually don't provide it because it is a huge human effort. With Zadara Storage Cloud, this means that the customer still gets the appreciation of support as well as the potential customer will become a customer because they are supported before becoming a customer. This is good because we are not able to provide all the answers since we are not an internal engineer into Zadara solutions. We need someone from the external side providing support. We onboarded a customer from this attitude.

From zero to 10, I would definitely rate Zadara's technical support as 10.."

Mauro Razzetti
CEO at Momit Srl

Read full review ↗

"With the 24/7 management that comes with Zadara cloud services, we know that we have somebody reliable on the other side that can assist us if we need help. We have asked them for assistance a couple of times and it was not outage-related but rather, it was related to how we can take advantage of a couple of things that they provide, such as snapshots. Each time, they have been able to help us and it was a very quick and very pleasant experience.The vendor provides proactive monitoring and support where within the console, they will let us know if we are utilizing our hard drives incorrectly, perhaps if we are requesting too much throughput from the kind of hard drives that we have. They monitor our performance and will let us know, for example, if we have something misconfigured.

Of course, if a hard drive goes bad, they automatically replace it. We don't even have to know about it. That's quite amazing and I know this because having run systems like that in my past, I know that this is a major headache and I'm happy that it is removed from me. There are a lot of things that they handle automatically without us even knowing.

If there is a situation where we have a misconfiguration or something similar, where we have influence and the opportunity to improve, they let us know. It can be initiated in different ways such as an email report, part of the conversation with the customer success manager, or it can just be a console message that we see when we log in to see how things are going. The console shows us alerts and things like that to keep us informed.

Overall, they are knowledgeable and responsive and I would definitely rate their support a ten out of ten.."

Reviewer429856   Read full review ↗

Chief Information Officer at a tech services company with 11-50 employees

Other Advice

As for the pros and cons, the main concerns are the complexity of the initial installation and the complicated maintenance due to the CLI usage. Overall, I do not have other complaints. My overall rating for Zadara is eight out of ten.

KirillKolesnikov
IT Technical Architect at AVALIS

Read full review ↗

"If companies have the budget, I recommend Zadara for small business classes due to its robust performance and user-friendliness.

I'd rate the solution eight out of ten.."

Kirubel Behailu
Cloud System Engineer at cloud251

Read full review ↗

"Within certain constraints, users should use it only for their nonproduction workloads. Alternatively, for production, it should only be for noncritical workloads.

I'd rate the solution seven out of ten.."

Verified user
Vice President, Head of Infrastructure, Information Systems Group at a
financial services firm with 10,001+ employees

"We had a lot of issues with the Zadara recently regarding performance, reports, and offloads, the customers could not send backups to Zadara. However, at the moment, the problems have been solved.

Overall Zadara is a useful solution that provides good services.

I rate Zadara an eight out of ten.."

Giovanni Mantelli
Chief Executive Officer at Plattano Technologies

"Zadara Storage Cloud can be used to configure for on-premises, colocation, and cloud. We do not have any on-prem solutions for customers, though we are on-prem in our environment. Now, we just started to explore the replication solution from Zadara to Zadara, using the Zadara on-prem that we have with Zadara based on AWS. This means we can mix in the replication from on-prem to cloud, just to have another layer of security. This is something that we are exploring. We are just at the beginning of this process.

It is not so important to us that Zadara Storage Cloud integrate with all public cloud providers and private clouds. This might be more important for our customers. As a managed provider, we have on-prem on multiple sites, so we have enough setups of Zadara Storage Cloud to cover redundancy and data security. However, for our customers, I can understand that this can be important because it saves costs. For example, AWS with object storage is more expensive than Zadara on AWS. Object storage is 100 percent compatible and you save a lot of money, so why not?

We use Zadara Storage Cloud just for storage. We are not ready yet to use it for compute and networking. ."

Mauro Razzetti
CEO at Momit Srl

"Be upfront with all of the specific requirements and needs that you're looking for, and really think about the future. Think about what growth is going to look like and what performance is going to look like; not just right now, but in a year, three years, five years, and 10 years from now. Zadara has a significant number of capabilities as well as services.

Knowing your strategy when you build that environment, and knowing what that strategy could be for increasing the size of not only the volumes but also the virtual private storage arrays—knowing how easy that is—was something that was very beneficial for us. We knew that our workload was going to grow substantially every year, and even every month. Having that plan was truly helpful for us, not only because we knew what our storage requirements were going to be, but because we knew how we would be able to satisfy them with Zadara. How would we upgrade those VPSAs? What does that upgrade process look like? In our experience, we have been able to upgrade those very efficiently. And in almost all cases it resulted in no downtime. We were able to do most of those migrations and transitions behind the

scenes. Knowing what those capabilities are, how that would work, and being able to have those conversations upfront, reduced a significant amount of the stress that would typically be associated with trying to manage the amount of data that we do.

They have support for multiple protocols. We primarily leverage NFS support. We've been very happy with the level of support with that. There are multiple versions that we've leveraged in testing to see what additional performance we can gain from going from NFS version 3 to 4 to 4.1. Zadara has been on the cutting edge with the availability of those additional versions and support for them. They offer CIFS as well as the iSCSI support but we typically don't leverage that.

The on-premises configuration is less important to us. One of our main, driving factors was getting away from on-premises equipment and the management and overhead costs associated with having to purchase that type of hardware. One of the benefits of working with the Zadara is that they handle all of those upfront costs and that they have the hardware and can scale on demand. Similarly we have typically moved away from co-lo facilities as well. Leveraging the disaster recovery by having multiple locations hosted by Zadara was a much greater driving factor for us..''

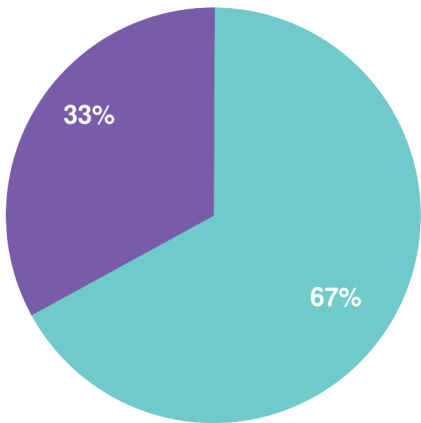**Steve Healey**
CTO at Pratum

Read full review ↗
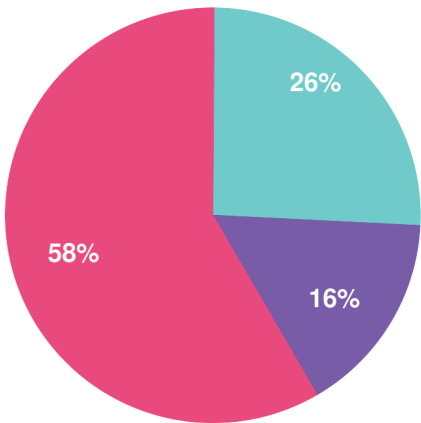
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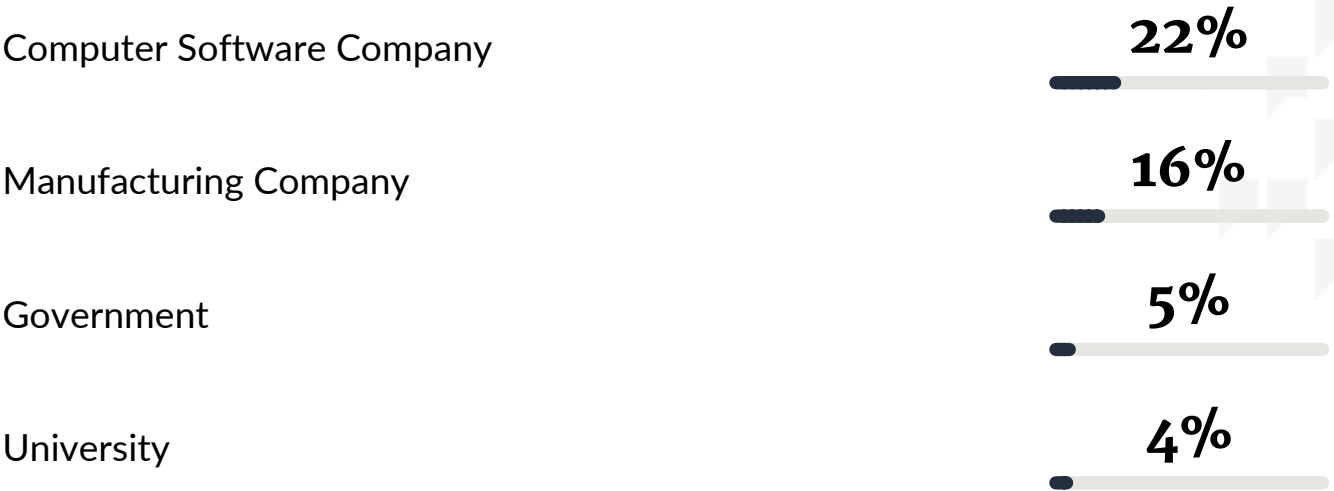
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