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# Worst Case Scenario Survival Guide - SaaS

After 44 years, we've seen it all!

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## Sign Up

**SIGN-UP!**

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Inforonics SaaS Services  
The Evolving SaaS Model  
We've Seen it all...

## Dear Julie,

We have all experienced Murphy's Law - 'whatever can go wrong, will go wrong' – probably more than once. Whether it was the crash of a hard drive that wasn't backed up, getting a flat tire on the way to a job interview or trying to restore a bad tape from being unreadable, worst case scenarios have taught us valuable lessons for future planning. In the world of Information Technology, Inforonics has had 44+ years to learn many lessons both directly and indirectly. As a result, we have been able to defy Murphy's Law on many occasions for our clients and ourselves. Read on for this month's worst case scenarios and how they were overcome. As George Santayana once said *"Those who cannot learn from history are doomed to repeat it."* Enjoy your second installment of this series!

## Surviving Success



A start-up company designed a SaaS enabled application that had a steadily growing customer base. The infrastructure and product were producing satisfied clients and the future looked bright: so bright in fact that sunglasses were needed when the application provider's development team found a channel partner that was anxious to private label their product.

The partner delivered the exciting news that the number of subscribers that they anticipated signing-up for the application service was more than 100 times the number of clients the start-up currently supported – and the growth would take place in the next 10 months. The application provider was thrilled. The thought was "we will just add some servers, a few

people and we should be all-set. We designed the application to scale.”

Within three months, the application provider quadrupled its base server infrastructure. Unfortunately, it wasn't enough to satisfy the subscriber base as performance and availability were lacking. Our software friends quickly learned that their network, security and data backup infrastructures were not going to scale beyond the next few months to support the business. The CTO, lead developers, operations and tech support groups were overwhelmed and appeared to be inexperienced in delivering a high volume, high availability operation. Deadlines for new features and fixes came and went and the organization had no idea when they would get to the next release of code that would serve as more than 'on the fly' patches. The HR department was struggling with the churn in employees and the company's original client base began to unsubscribe. The CFO struggled with all of the SLA penalties being paid out and reality hit that the costs for capital were starting to strain the budget, resulting in a dramatic drop in margin. The saying 'success comes at a price' became their defense at board meetings where the VC's were asking really hard questions, but much like their current infrastructure, ***the defense wouldn't last long. . .***

## How to Scale Successfully

### Surviving an Outdated Disc Array



A SaaS enabled software provider had their oldest and highest profile customers using a central database that existed on an older, legacy disk array. The array was not SNMP capable and did not provide any means for detecting failed disks other than lights that would turn amber when a disk had failed. The array had five disks, in a RAID-5 configuration with no hot-spare. It would survive the loss of a drive, but a failure of two drives would mean loss of the entire array.

Two or three times a week someone would be in the data center and would check the drive lights and if a light were to turn amber, they would replace the disk. But as the array got older, the disks got fuller and the IO traffic got heavier, the frequency of drive failures started to increase, to the point where disks were failing almost every week.

***How would the company ensure that failed disks were detected and replaced immediately, and avoid having an extended outage resulting from an array failure and subsequent array rebuild and data restore?***

## How to Monitor a Dinosaur

### Coming Next Month



**How Consolidation Fosters Confidence - Surviving Geographical Chaos**

**And More...**

Do you have an IT worst case survival story? Share it with us! If we choose your story for next month's newsletter for you will win a \$5 Starbucks gift card!

*"History is the science of what never happens twice." -Paul Valery*

Thanks for Reading!

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